

ASQA survey of RTOs and stakeholders 2014

Report of overall findings

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Australian Survey Research Group Pty Ltd is accredited under the AS ISO 20252 quality standard applying to market and social research.

This research project was carried out in compliance with the AS ISO 20252 quality standard.

Executive summary

In July 2014, the Australian Skills Quality Authority (ASQA) conducted surveys of all the Registered Training Organisations (RTOs) it regulates and its stakeholders as part of ASQA's requirement to collect stakeholder feedback. ASQA engaged Australian Survey Research (ASR) to deploy and analyse the web surveys.

Data collection

The 2014 RTO and stakeholder web questionnaires were developed by both ASQA and ASR. The Australian Bureau of Statistics Statistical Clearing House approved the 2014 RTO survey prior to it being conducted.

ASQA provided ASR with a full listing of all RTOs (n=3634) across Australia and the lists included each RTO's designated contact, their email address and details such as state and units on scope. The RTO survey was conducted as a census of ASQA's regulated training organisations. A total of 2255 RTOs responded which was a statistically representative sample and which reflected the population profile across a number of attributes. Further to this, ASQA provided ASR with a list of stakeholder names, organisations and contact details (n=171). The following types of stakeholders were invited to give feedback:

- Various government departments state and federal
- Industry associations
- Industry skills councils
- Employer peak bodies
- Employee associations, and
- Professional associations.

A total of 51 stakeholders responded which could be considered an indicative sample.

Key findings

RTOs

The RTO questionnaire contained 110 rated items which used a five-point rating scale, plus a number of multiple choice and open-ended questions. For 85% of the rated items, 60% or more of respondents selected *excellent* or *good* as their answer, while for 38% of items, 75% or more selected the *excellent* or *good* rating points. These two rating points together are considered positive responses (% positive).

Highest scoring topics were around ASQA's dissemination of material to RTOs, including fact sheets, *ASQA Update* and the website. ASQAnet also scored well.

The most consistent message relayed by RTO respondents was the improvement in response times and customer service, particularly around the courtesy and helpfulness of ASQA staff. RTOs noted ASQA's effort in continuous improvement—a very different story to 2013.

However, the acknowledged effort in improving customer service has made no difference to RTOs' overall rating of ASQA as a regulator. This still has some room for improvement.

Stakeholders

The stakeholder questionnaire contained 68 rated items which used a five point scale plus a number of multiple choice and open-ended questions. Of the rated items 87% achieved 50% or more positive responses, while 51% of rated items achieved 75% or more positive responses. Again, for stakeholders, ASQA information, particularly factsheets, *ASQA Update*, and speeches / presentations rated highly. As occurred in 2013, the industry engagement team was rated extremely highly.

However, stakeholders did not rate ASQA's overall performance as a regulator highly (51% positive) and overall ratings of ASQA as a regulator declined noticeably since 2013.

Highest and lowest scoring items

The two tables below display the highest and lowest scoring items from the RTO and stakeholder surveys. Items that scored at 85% positive or higher (sum of *excellent* and *good* proportions) are shown directly below.

% positive calculation excludes don't know / no answers from base

*indicates very small n count

RTO HIGHER SCORING ITEMS	% +VE	STAKEHOLDER HIGHER SCORING ITEMS	% +VE
Initial ELICOS application - Any follow-up assistance that was required	100.0	Industry engagement team - courtesy of team members	100.0
Initial ELICOS application - The time ASQA took to act on the application	90.0	Staff - courtesy	95.6
ASQAnet - Ease of access	89.0	Staff - respecting the privacy and confidentiality of organisations and individuals	95.0
Initial ELICOS application - Helpfulness of information about making applications on ASQA's website	88.9	Staff - impartiality	92.1
RTO Fees - Ease of making a payment	88.8	Industry engagement team- - quality of advice	90.5
Fact sheet - Timely information	88.6	Industry engagement team- knowledge of team members	90.5
ASQA Update - Timely information	88.2	Factsheets - helpful information	89.5
Fact sheet - Helpful information	88.1	Strat rev: Aged and community care - identification of issues*	88.9
ASQA Update - Helpful information	87.7	Strat rev: Aged and community care - value of recommendations*	88.9
Online information videos - Easy to access locations	87.4	Strat rev: Aged and community care - quality of methodology*	87.5
RTO Fees - Clarity of ASQA's invoice	86.8	Strat rev: Aged and community care - quality of industry consultation*	85.7
RTO Fees - Options available to make a payment	86.5	Strat rev: White card training - identification of issues*	85.7
Website - Current / up-to-date material	86.4	Strat rev: White card training - value of recommendations*	85.7
Website - Accurate material	86.3	Website - accurate material	85.7
Email service - Courtesy of staff answering	86.2	Values - demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations -	85.4
Change of scope application - ASQA's application form was clear and easy to understand	85.4	Speeches - insight that considered a wide range of issues	84.6
Other application - ASQA's application form was clear and easy to understand	85.3	Speeches - useful information	84.6
		Speeches - timely / not outdated information	84.6

Lower scoring items were considered those that scored below 60% positive and items that fell into this category for both surveys are displayed in the table below. From an RTO perspective, ASQA's timeliness of response for particular applications still needs considerable improvement. Stakeholders indicate that ASQA still has some way to go to meet its overall objectives. The stakeholders involved in this survey have indicated that overall performance, as well as seeking and acting on stakeholder feedback and acting on complaints could be performed better.

% positive calculation excludes don't know / no answers

RTO LOWER SCORING SURVEY ITEM	% +VE	STAKEHOLDER LOWER SCORING SURVEY ITEM	% +VE
Initial RTO registration - Helpfulness of information about making applications on ASQA's website	58.9	Improving the quality of VET outcomes in Australia	51.4
Change scope ELICOS - Helpfulness of information about making applications on ASQA's website	58.8	Consultation and communication - minimises the effort to get an answer to a question	51.3
Initial CRICOS application- The time ASQA took to act on the application	58.3	Overall as a regulator	51.3
Consultation and communication - Minimises the effort to get an answer to a question	58.0	Promoting and encouraging continuous improvement of RTOs	50.0
Renew Course accreditation - Information provided about the progress of application processing	57.1	Regulatory decisions- applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	47.6
Change scope ELICOS - Any follow-up assistance that was required	56.3	Regulatory decisions - applies consistent sanctions for similar breaches	47.1
Change scope CRICOS - The time ASQA took to act on the application	55.7	Consultation and communication - seeks feedback from stakeholders, such as my organisation, on issues that affect us -	46.5
Renew ELICOS - ASQA's application form was clear and easy to understand	54.5	Consultation and communication - acts on stakeholder feedback	33.3
Renew ELICOS - The time ASQA took to act on the application	54.5	Consultation and communication - acts on complaints received about its own performance	33.3
Renew ELICOS - Helpfulness of information about making applications on ASQA's website	54.5	Consultation and communication - acts on complaints received about training providers	30.3
Renew CRICOS - The time ASQA took to act on the application	52.7		
Decision reconsidered - The time ASQA took to act on your application	45.9		
Change scope ELICOS - The time ASQA took to act on the application	44.4		
Decision reconsidered - Any follow-up assistance that was required	42.4		
Initial RTO registration - The time ASQA took to act on the application	41.3		
Decision reconsidered - Helpfulness of information about making these types of applications on ASQA's website	40.8		

Year comparisons

The overwhelming result of the RTO survey was an improvement in nearly every item and topic. Many changes were statistically significant. This was a notable result.

The key message from the stakeholder survey is that little has changed from their perspective. ASQA's overall performance has declined, beyond the confidence interval. However, this result can only be treated as indicative.

Open ended comments

Thematic analysis of open ended comments revealed consistent themes that supported the quantitative results of the 2014 survey. There are many fewer complaints from RTOs this year and considerable support for ASQA's changes to turn around times and customer service. The information it disseminates to the sector is appreciated, but some would like it to be clearer and simpler. Many support ASQA's role and activity in regulating the sector.

Conclusions

ASQA has made considerable improvements in response times and customer service. It is making an acknowledged effort in improving itself. The information it disseminates about the sector is appreciated by both RTOs and stakeholders.

However, there is still room for improvement about perceptions of ASQA's role as a regulator. Stakeholders are critical of ASQA and want more consultation. In contrast, many RTOs support ASQA in its role while noting that there is still some way to go.

Introduction

In July 2014, the Australian Skills Quality Authority (ASQA) conducted surveys of all the Registered Training Organisations (RTOs) it regulates and its stakeholders including relevant government agencies, associations, councils and peak bodies. The surveys formed part of ASQA's requirement to collect stakeholder feedback. ASQA engaged Australian Survey Research (ASR) to deploy and analyse the web surveys.

This report outlines the methodology used to conduct and analyse the two surveys. Key findings are presented for the RTO survey including historical comparison and RTO attribute differences. Stakeholder findings follow. Detailed questions form an attachment to the report.

Methodology

The section outlines how the two questionnaires used in the surveys were developed, how survey participants were identified and how the surveys were administered and analysed.

Questionnaire

Together, ASQA and ASR refined two previously-used questionnaires to gather feedback from the two target audiences: RTOs and stakeholders. For comparative purposes, the 2104 questions were very similar to those used in 2013 but with some updating. Some additional questions used in another feedback exercise were included in the 2014 RTO questionnaire to reduce respondent burden.

Note that ASQA RTO audits were out of scope for the RTO survey, as audit feedback is collected by ASQA in another way. RTO respondents were clearly advised that audits were out of scope for this survey.

The table below displays the topics covered in each questionnaire.

SURVEY	TOPIC
Both RTO and stakeholder	Interacting with ASQA
Both RTO and stakeholder	Consultation and communication
Both RTO and stakeholder	Overall rating of ASQA's performance in its role
RTO	Types of applications
RTO	ASQA's performance during interaction
Stakeholder	ASQA staff and demonstration of values
Stakeholder	Regulatory decisions and Strategic Industry Reviews

Both the RTO and stakeholder web questionnaires were loaded into ASR's proprietary web surveying tool, SurveyManager and hosted on ASR's internet servers located in a high security data centre in Melbourne's CBD. While the RTO questionnaire was pilot tested in 2013, no pilot testing was done in 2014 due to the minor changes made between 2013 and 2014.

In June 2014, the Australian Bureau of Statistics Statistical Clearing House (SCH) approved the RTO survey in concept and execution, including the questionnaire, for the current year and until 2017. The SCH approval number is 02333-02.

ASQA provided ASR with a full listing of all RTOs (n=3634) that it regulates across Australia and the lists included each RTO's designated contact, their email address and details such as state and units on scope. The RTO survey was conducted as a census of ASQA's regulated training organisations.

Further to this, ASQA provided ASR with a list of stakeholder names, organisations and contact details (n=171). There were fewer than 50 private business in the stakeholder survey. The following types of stakeholders were invited to give feedback:

- State and federal government agency including regulatory decision makers
- Industry associations
- Employee associations
- Industry skills councils
- Industry and training peak bodies
- Nominated industry experts.

Prior to going live with the full survey, ASQA Chief Commissioner, Chris Robinson, emailed a letter to the CEOs of all RTOs and to the list of designated stakeholders advising them of the survey. Soon after, ASR sent an email invitation to a contact within each RTO and to each stakeholder. The email invitation contained a unique organisational hyperlink to access the recipient's questionnaire. Where a CEO had more than two RTOs to answer for (one had up to nine), CEOs were approached individually about how they wanted to supply answers.

ASR tracked the response rate and sent three targeted reminder emails to all non-responders in both surveys. When answering, respondents were asked to focus on ASQA's performance in the 2013/2014 financial year. Both questionnaires were live and in field from 2 July to 21 July 2014.

Data analysis

Results were analysed to produce percent positive scores (the sum of *excellent* and *good* proportional responses to a question), mean scores (averages), and frequency distributions. Various statistical tests including t test, chi square and ANOVA were used to determine any statistical differences between RTO sub-groups (such as state, units on scope and size) and survey years. All tests are reported at the $p < 0.05$ level (95% confidence level).

Percent positive and means were calculated using only the number of respondents who chose a rating point answer. In other words *don't know*, *not applicable* and *no answers* (blank) were excluded from statistical calculations.

Response and sample profile

A total of 2255 RTOs responded to the survey yielding a **response rate of 64%**. The sample is statistically representative of the RTO population at the 95% confidence level and the $\pm 1\%$ confidence interval (see note below explaining confidence interval and level). This is lower (more rigorous) than an acceptable scientific confidence interval, normally $\pm 5\%$, and the market research acceptable confidence interval of $\pm 10\%$.

A total of 51 stakeholders answered the survey achieving a **response rate of 38%**. The results for the stakeholder survey are representative at the $\pm 11\%$ confidence interval for the group of stakeholders ASQA provided ASR so should be interpreted as strongly indicative, but not necessarily representative, of all stakeholders.

Representativeness of a sample is often assessed at a 95% confidence level (accuracy) and a $\pm 5\%$ confidence interval (precision).

The **confidence interval** (also called margin of error) is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

The **confidence level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%. The wider the confidence interval you are willing to accept, the more certain you can be that the whole population answers would be within that range.

For example, if you asked a sample of 1000 people in a city which brand of soft drink they preferred, and 60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you cannot be so sure that between 59 and 61% of the people in the city prefer the brand.

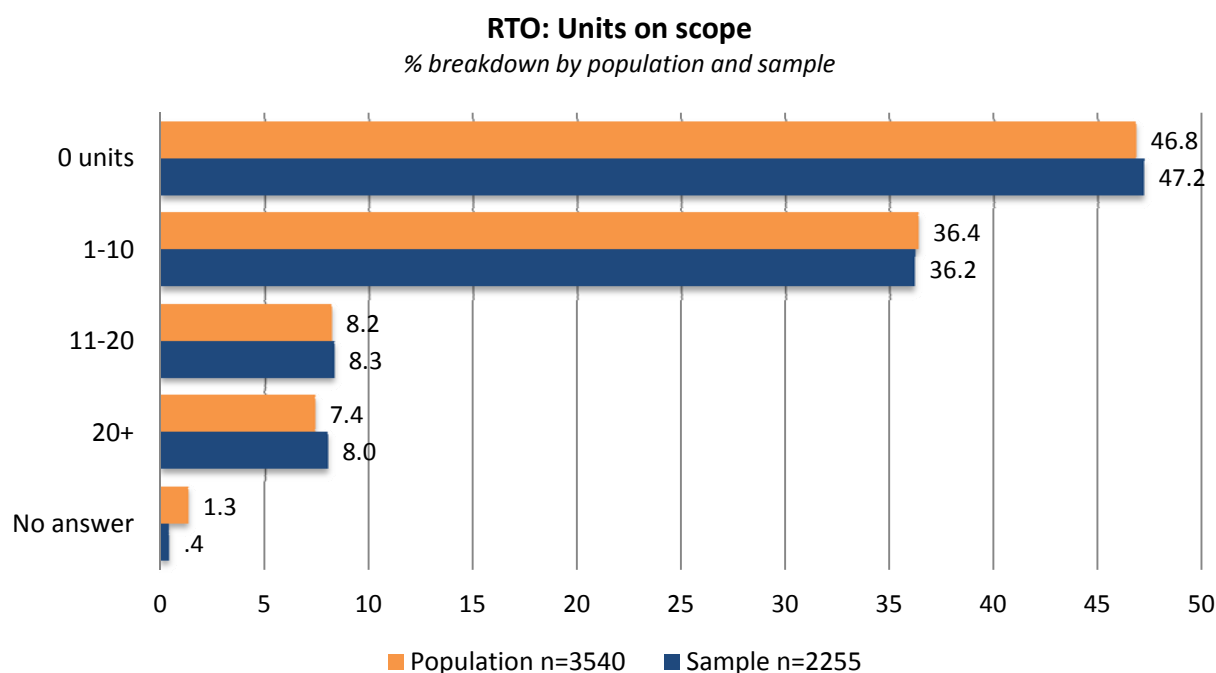
Reference: www.surveysystem.com/sscalc.htm

The RTO population and sample profiles have been compared by units on scope and state to identify if any sub-groups were over/under-represented in the response set. The response sample and population profiles for units on scope (% of responses for each category of units) were very similar. In other words, the proportion in any response sample category is very similar to that in the equivalent population category. Note that the confidence intervals for all units are under $\pm 5\%$. It means that results are statistically representative for all sub-groups. The same finding applies to the sample and population profiles by state. However the confidence intervals for the smaller states/territories such as Tasmania and the Northern Territory are higher which means that the results for these smaller groups should be treated with some caution, that is, should be viewed as indicative.

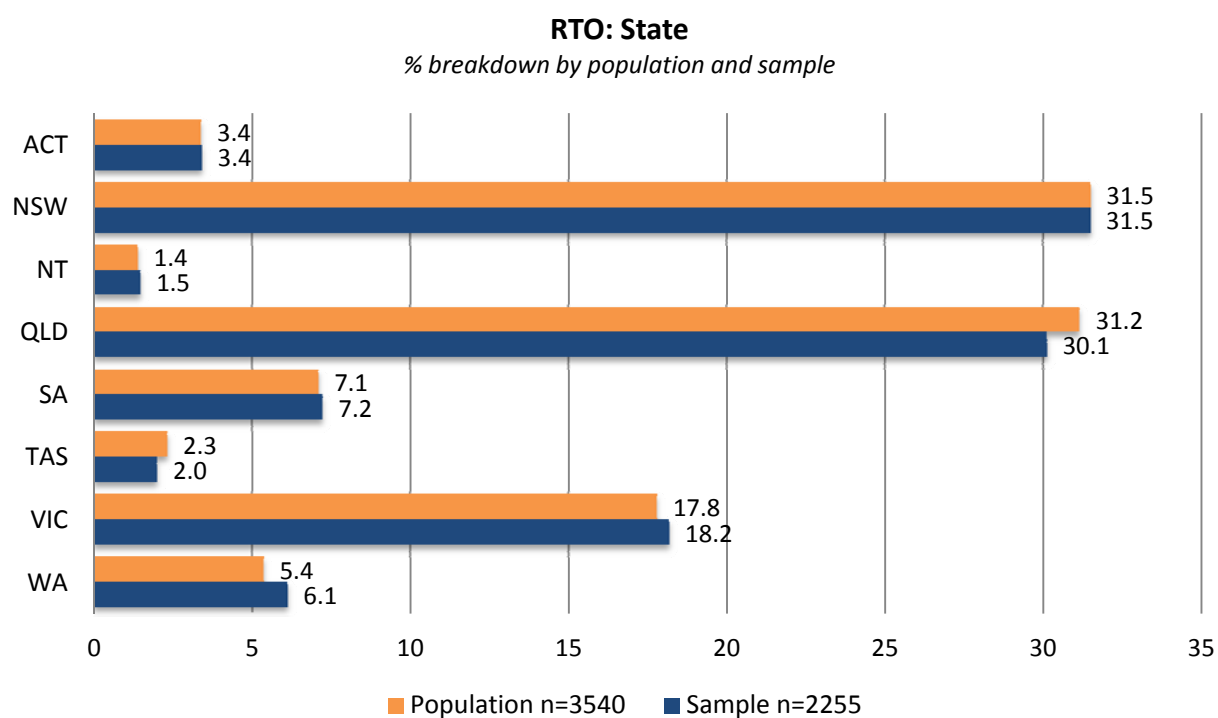
Given the similarity in category profiles for units on scope and state, no weighting has been applied to the sample response data.

There was no population information available for number of enrolments or type of RTO. The tables and charts below displaying number of enrolments and type of RTO are for the survey sample only. The number of units table shows an even spread of organisational sizes, as measured by unique student enrolments: no single category predominates which is good for capturing a wide range of views. Overwhelmingly, private provider RTOs responded and, according to ASQA, this reflects the population of RTOs within the VET sector

UNITS ON SCOPE	RESPONSE SAMPLE		RTO POPULATION		CONFIDENCE INTERVAL
	<i>Freq</i>	<i>%</i>	<i>Freq</i>	<i>%</i>	
0 units	1064	47.2	1657	46.8	1.8
1-10	816	36.2	1287	36.4	2.1
11-20	187	8.3	289	8.2	4.3
20+	180	8.0	261	7.4	4.1
No answer	8	.4	46	1.3	NA
Total	2255	100.0	3540	100.0	1.2



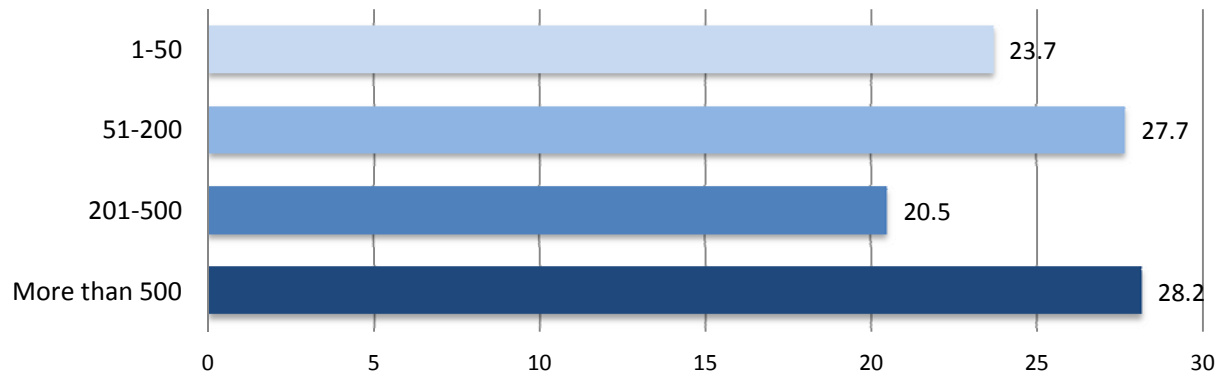
STATE	RESPONSE SAMPLE		RTO POPULATION		CONFIDENCE INTERVAL
	<i>Freq</i>	%	<i>Freq</i>	%	± %
ACT	77	3.4	120	3.4	6.7
NSW	710	31.5	1115	31.5	2.2
NT	33	1.5	49	1.4	9.9
QLD	679	30.1	1103	31.2	2.3
SA	163	7.2	251	7.1	4.6
TAS	45	2.0	82	2.3	9.9
VIC	410	18.2	630	17.8	2.9
WA	138	6.1	190	5.4	4.4
Total	2255	100.0	3540	100.0	1.2



NUMBER OF UNIQUE STUDENT ENROLMENTS 2013/14	RESPONSE SAMPLE	
	<i>Freq</i>	%
More than 500	635	28.2
201-500	462	20.5
51-200	624	27.7
1-50	534	23.7
Total	2255	100.0

RTO: Number of students

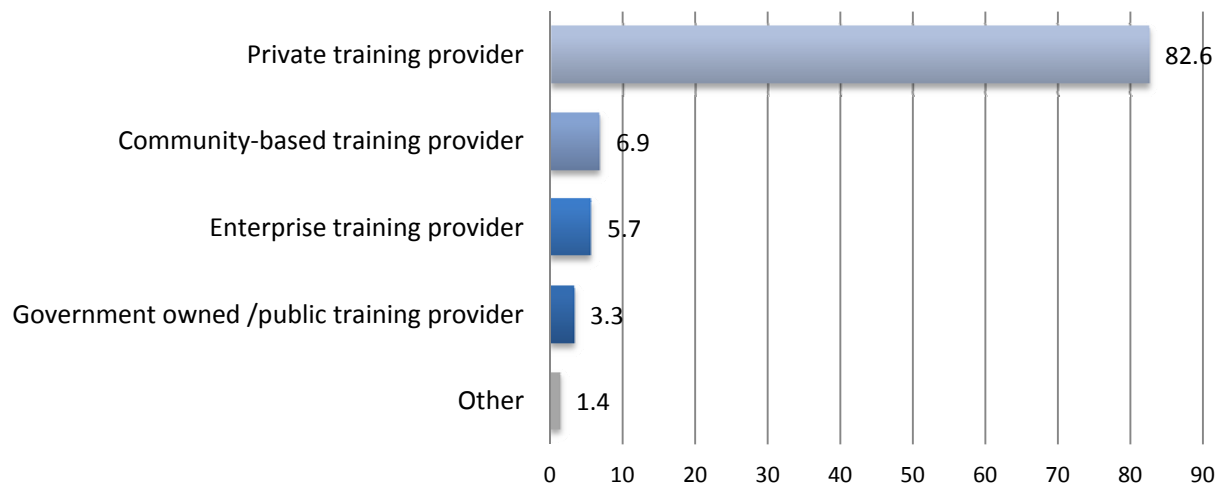
% of respondents n=2255



TYPE OF RTO	RESPONSE SAMPLE	
	<i>Freq</i>	<i>%</i>
Private training provider	1863	82.6
Community-based training provider	156	6.9
Enterprise training provider	129	5.7
Government owned /public training provider	75	3.3
Other	32	1.4
Total	2255	100.0

RTO: Type of RTO

% of respondents n=2255



RTO key findings

This section outlines the key findings from the RTO survey. Results are presented by topic, in the same order as presented to respondents in the survey. The differences between RTO attribute sub-groups including state, units on scope and size are presented next. The most common themes within open-ended comments follow.

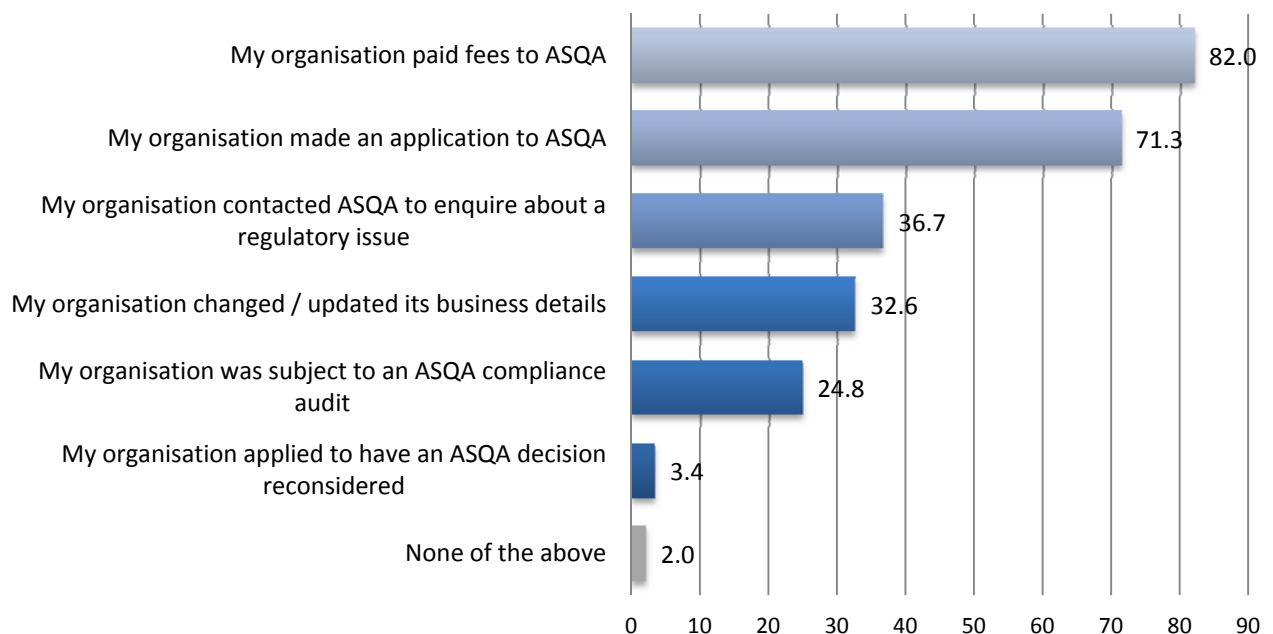
Overall, in 85% of rated items, 60% or more respondents selected *good* or *excellent* as their answer while for 38% of rated items, 75% of respondents selected this positive rating points.

RTO: Regulatory interactions with ASQA

The table below displays the types of regulatory interactions RTOs had with ASQA in 2013/2014. By far the two most common types of interactions were paying fees and making some type of application to ASQA. Very few respondents indicated applying to ASQA to have a decision reconsidered and around a quarter indicated that they were subject to a compliance audit.

RTO: Types of interactions with ASQA about regulatory issues

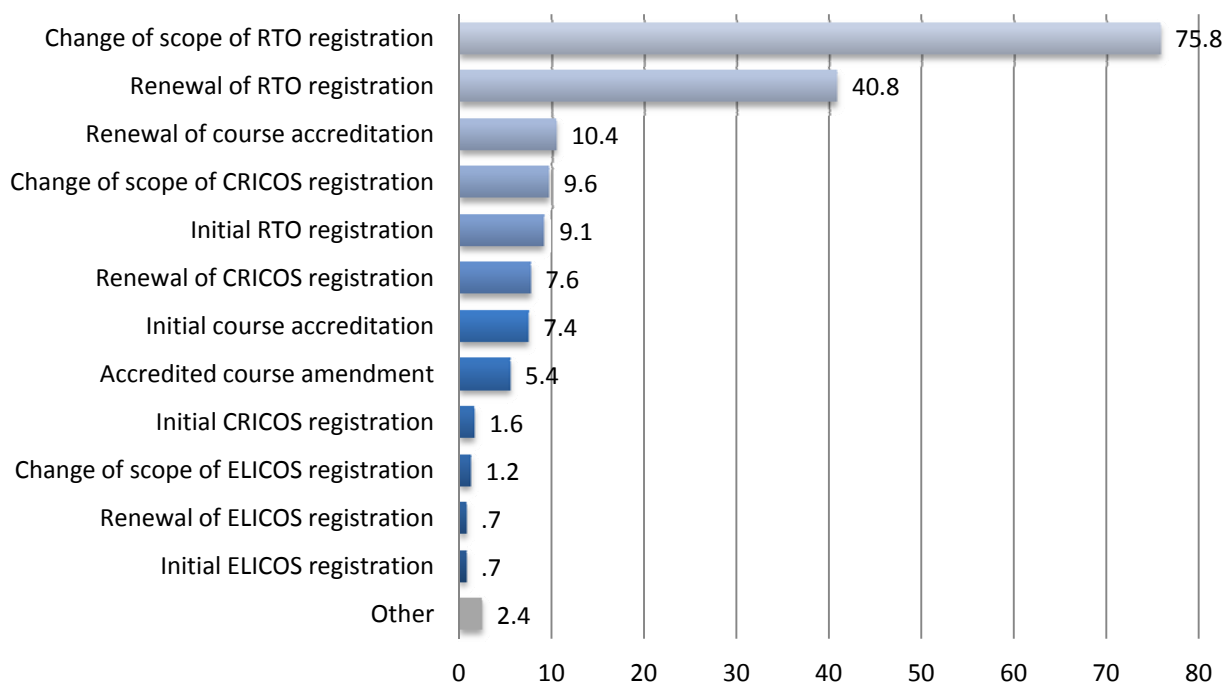
Multiple answers allowed; % based on n=2255



Respondents who had made an application to ASQA (n=1600) were then asked to specify the type of interaction their application related to. The vast majority of respondents indicated they had applied to change the scope of their RTO registration (76%). The answers from the type of application question were used to determine the presentation of later questions. Only those who indicated having a specific interaction, like renewal of RTO registration, were then asked to rate it.

RTO: Types of applications made to ASQA in 2013/2014

Multiple answers allowed; % based on n=1600



RTO: ASQA's performance during application interactions

This section outlines RTOs' views of the interactions they had with ASQA while making applications. The following series of tables and charts display the percent positive scores and frequency distributions describing various aspects of these interactions.

Percent positive scores vary considerably: from a high of 100 to a low of 43 with many in the 50-60 percent range. The highest scoring type of application across all service dimensions was initial ELICOS registration, while initial RTO registration and renewing ELICOS registration have relatively lower scoring for all items. The most common type of application was change of scope of RTO registration (n=1212) and this has scored well: all service dimensions around 75% or higher. In this comparison the small number of ELICOS responses to any ELICOS-related application should be kept in mind. Smaller sample numbers are indicative at best.

% positive excludes don't know / no answer

TYPE OF APPLICATION	Time ASQA took to act on app'n	Any follow-up assistance required	Helpfulness of ASQA website re making app'n	App'n form clear / easy to understand	Info about progress of app'n processing	ASQA's evaluation report
Initial RTO registration n=146	41.3	61.9	58.9	70.6		
Initial Course Accreditation n=119	61.9	65.5	62.7	61.9	64.8	74.2
Initial CRICOS registration n=25	58.3	75.0	73.9	75.0		
Initial ELICOS registration n=11	90.0	100.0	88.9	70.0		
Renewing RTO registration n=653	68.0	72.4	71.1	81.7		
Renewing course	62.3	64.6	59.6	69.8	57.1	70.9

TYPE OF APPLICATION	Time ASQA took to act on app'n	Any follow-up assistance required	Helpfulness of ASQA website re making app'n	App'n form clear / easy to understand	Info about progress of app'n processing	ASQA's evaluation report
accreditation n=167						
Renewing CRICOS registration n=122	52.7	60.2	61.7	68.6		
Renewing ELICOS registration n=11	54.5	60.0	54.5	54.5		
Change scope RTO registration n=1212	76.5	74.3	74.4	85.4		
Accredited course amendment n=87	71.1	67.7	65.4	73.5	62.5	67.3
Change scope CRICOS n=154	55.7	64.8	64.6	72.4		
Change scope ELICOS n=19	44.4	56.3	58.8	61.1		
Other applications n=37	77.4	81.8	73.3	85.3		

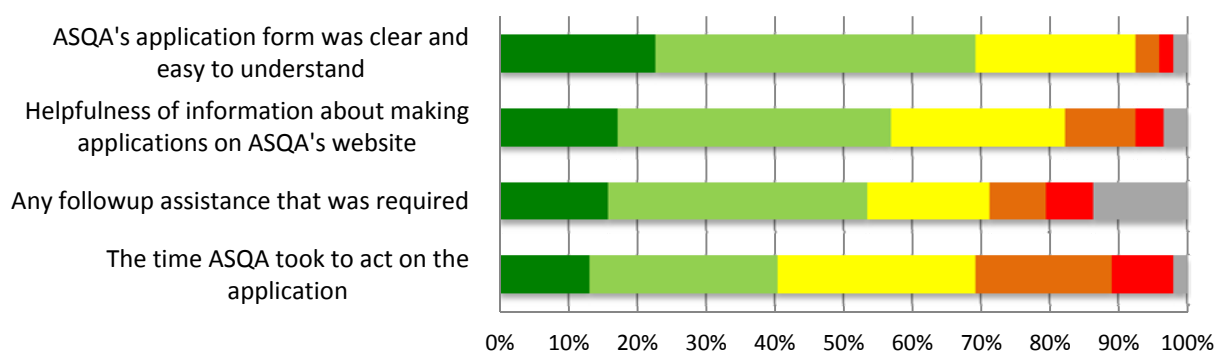
The following charts show the frequency distribution of answers (proportion of respondents choosing a particular answer) for each application type displayed in the table above.

When reading the charts it is important to note that each chart has been sorted by the proportion of positive responses and presented in descending order. *Don't know* or *not applicable* was offered as a single answer in the questionnaire and *no answer* refers to those respondents who did not select any answer. The scores for *don't know*, *not applicable* and *no answer* have been combined in all charts as *don't know*.

ASR believes the high proportion of *don't know* in the series of charts below for the item *Any follow up assistance that was required* may relate to a respondents' lack of experience with follow up, in other words, they did not require any with the application they were commenting on. This could be interpreted as a positive situation, that everything was clear enough not to need follow up.

RTO: Initial RTO registration

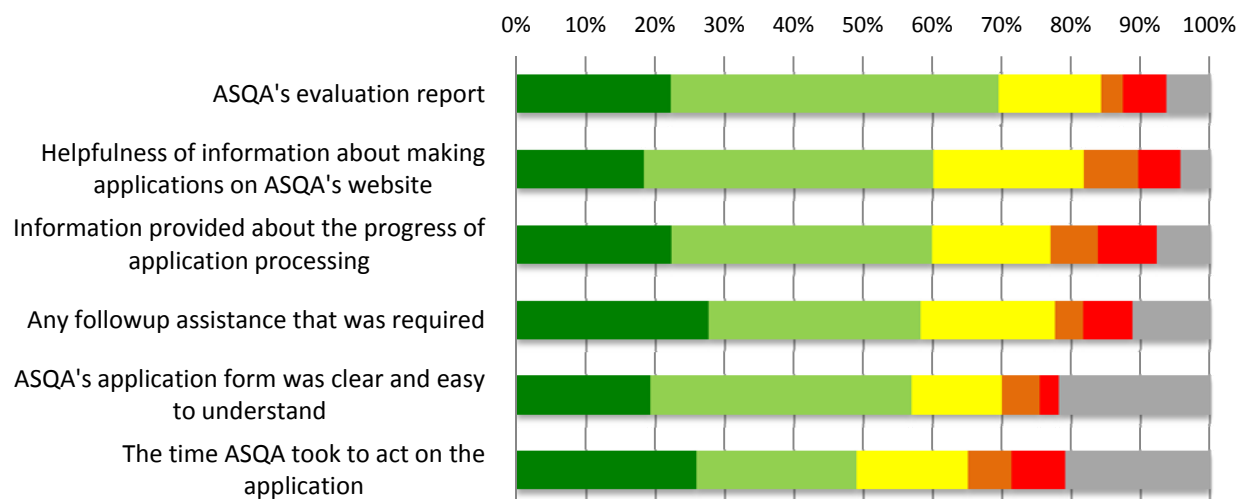
% of respondents choosing an answer, n=146



	The time ASQA took to act on the application	Any followup assistance that was required	Helpfulness of information about making applications on ASQA's website	ASQA's application form was clear and easy to understand
■ Excellent	13.0	15.8	17.1	22.6
■ Good	27.4	37.7	39.7	46.6
■ Fair	28.8	17.8	25.3	23.3
■ Poor	19.9	8.2	10.3	3.4
■ Very poor	8.9	6.8	4.1	2.1
■ DK or NA or No answer	2.1	13.7	3.4	2.1

RTO: Initial course accreditation

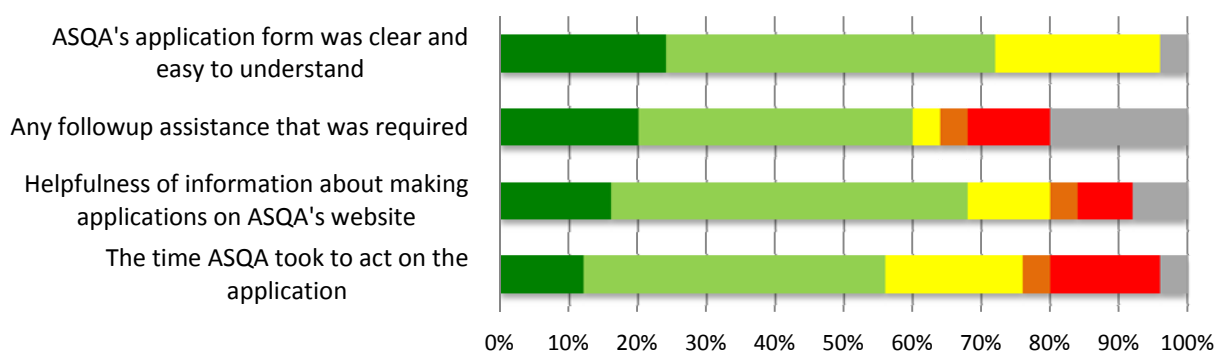
% of respondents choosing an answer, n=119



	The time ASQA took to act on the application	ASQA's application form was clear and easy to understand	Any followup assistance that was required	Information provided about the progress of application processing	Helpfulness of information about making applications on ASQA's website	ASQA's evaluation report
■ Excellent	31.1	23.5	22.7	21.8	17.6	17.6
■ Good	27.7	46.2	25.2	37.0	40.3	37.8
■ Fair	19.3	16.0	16.0	16.8	21.0	11.8
■ Poor	7.6	6.7	3.4	6.7	7.6	2.5
■ Very poor	9.2	3.4	5.9	8.4	5.9	5.0
■ DK or NA or No answer	25.2	26.9	9.2	7.6	4.2	5.0

RTO: Initial CRICOS registration

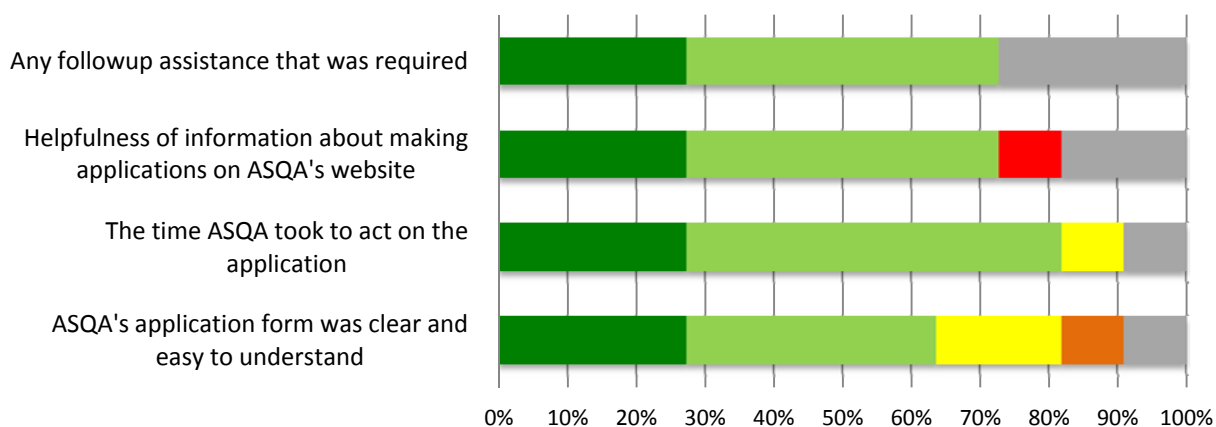
% of respondents choosing an answer, n=25



	The time ASQA took to act on the application	Helpfulness of information about making applications on ASQA's website	Any followup assistance that was required	ASQA's application form was clear and easy to understand
■ Excellent	12.0	16.0	20.0	24.0
■ Good	44.0	52.0	40.0	48.0
■ Fair	20.0	12.0	4.0	24.0
■ Poor	4.0	4.0	4.0	0.0
■ Very poor	16.0	8.0	12.0	0.0
■ DK or NA or No answer	4.0	8.0	20.0	4.0

RTO: Initial ELICOS registration

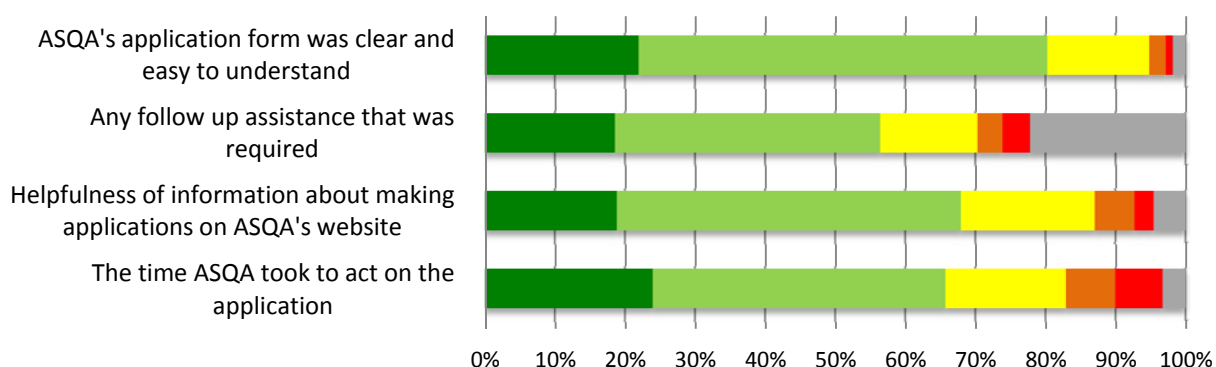
% of respondents choosing an answer, n=11



	ASQA's application form was clear and easy to understand	The time ASQA took to act on the application	Helpfulness of information about making applications on ASQA's website	Any followup assistance that was required
■ Excellent	27.3	27.3	27.3	27.3
■ Good	36.4	54.5	45.5	45.5
■ Fair	18.2	9.1	0.0	0.0
■ Poor	9.1	0.0	0.0	0.0
■ Very poor	0.0	0.0	9.1	0.0
■ DK or NA or No answer	9.1	9.1	18.2	27.3

RTO: Renew RTO registration

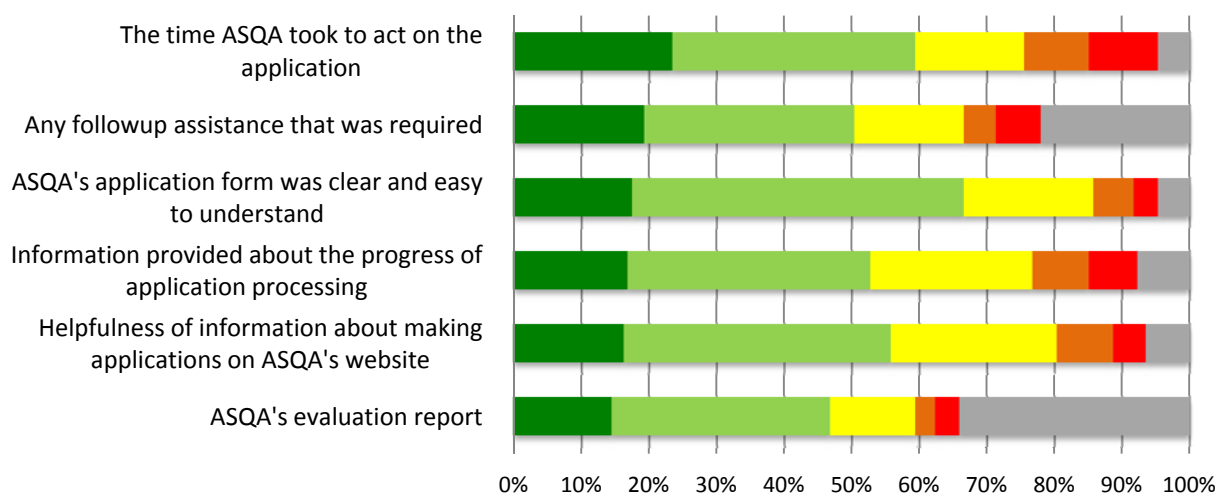
% of respondents choosing an answer, n=653



	The time ASQA took to act on the application	Helpfulness of information about making applications on ASQA's website	Any follow up assistance that was required	ASQA's application form was clear and easy to understand
■ Excellent	23.9	18.8	18.5	21.9
■ Good	41.8	49.0	37.8	58.3
■ Fair	17.2	19.1	13.9	14.5
■ Poor	7.0	5.7	3.5	2.3
■ Very poor	6.7	2.8	4.0	1.1
■ DK or NA or No answer	3.4	4.6	22.2	1.8

RTO: Renew course accreditation

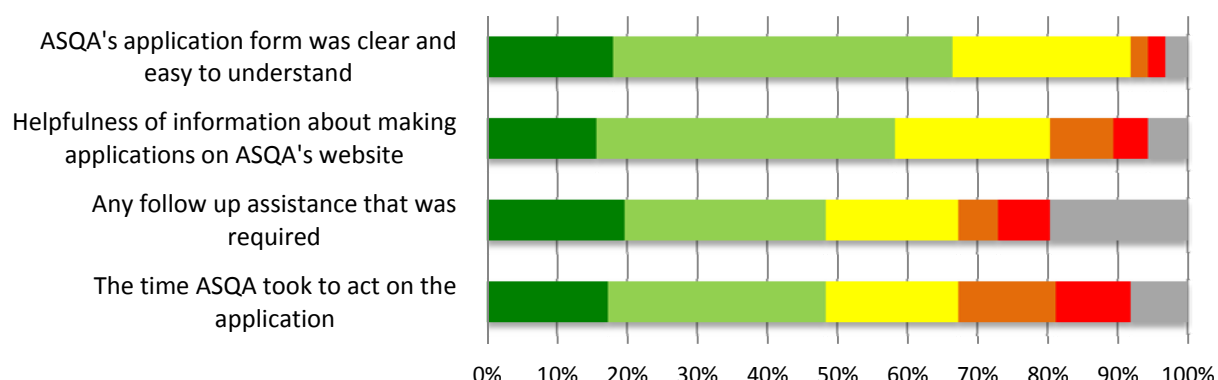
% of respondents choosing an answer, n=167



	ASQA's evaluation report	Helpfulness of information about making applications on ASQA's website	Information provided about the progress of application processing	ASQA's application form was clear and easy to understand	Any followup assistance that was required	The time ASQA took to act on the application
■ Excellent	14.4	16.2	16.8	17.4	19.2	23.4
■ Good	32.3	39.5	35.9	49.1	31.1	35.9
■ Fair	12.6	24.6	24.0	19.2	16.2	16.2
■ Poor	3.0	8.4	8.4	6.0	4.8	9.6
■ Very poor	3.6	4.8	7.2	3.6	6.6	10.2
■ DK or NA or No answer	34.1	6.6	7.8	4.8	22.2	4.8

RTO: Renew CRICOS registration

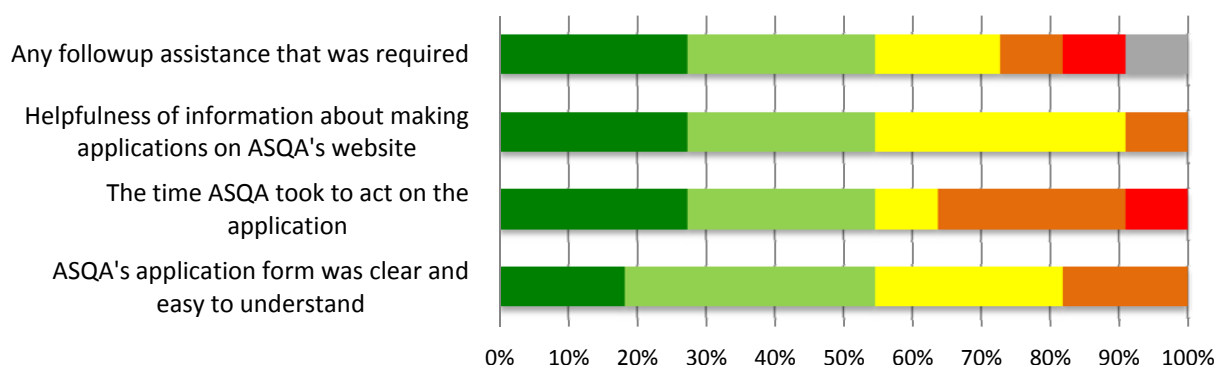
% of respondents choosing an answer, n=122



	The time ASQA took to act on the application	Any follow up assistance that was required	Helpfulness of information about making applications on ASQA's website	ASQA's application form was clear and easy to understand
■ Excellent	17.2	19.7	15.6	18.0
■ Good	31.1	28.7	42.6	48.4
■ Fair	18.9	18.9	22.1	25.4
■ Poor	13.9	5.7	9.0	2.5
■ Very poor	10.7	7.4	4.9	2.5
■ DK or NA or No answer	8.2	19.7	5.7	3.3

RTO: Renew ELICOS registration

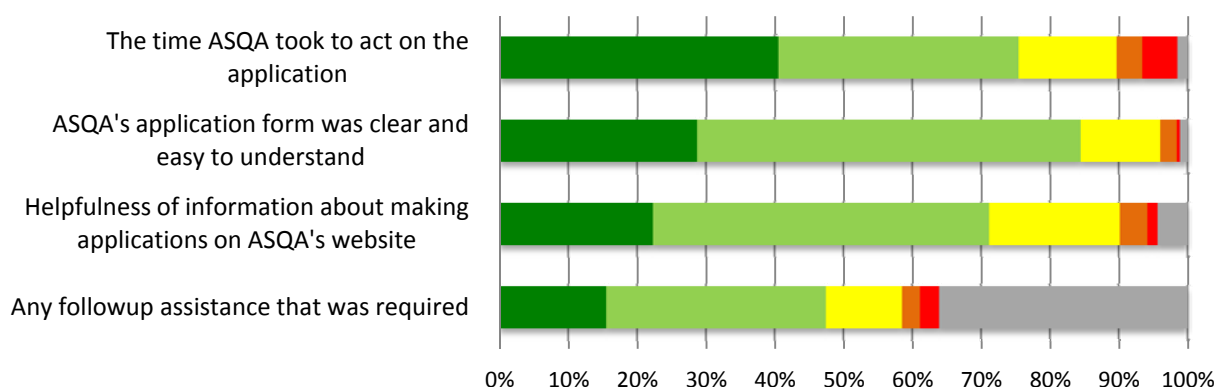
% of respondents choosing an answer, n=11



	ASQA's application form was clear and easy to understand	The time ASQA took to act on the application	Helpfulness of information about making applications on ASQA's website	Any followup assistance that was required
■ Excellent	18.2	27.3	27.3	27.3
■ Good	36.4	27.3	27.3	27.3
■ Fair	27.3	9.1	36.4	18.2
■ Poor	18.2	27.3	9.1	9.1
■ Very poor	0.0	9.1	0.0	9.1
■ DK or NA or No answer	0.0	0.0	0.0	9.1

RTO: Change scope RTO registration

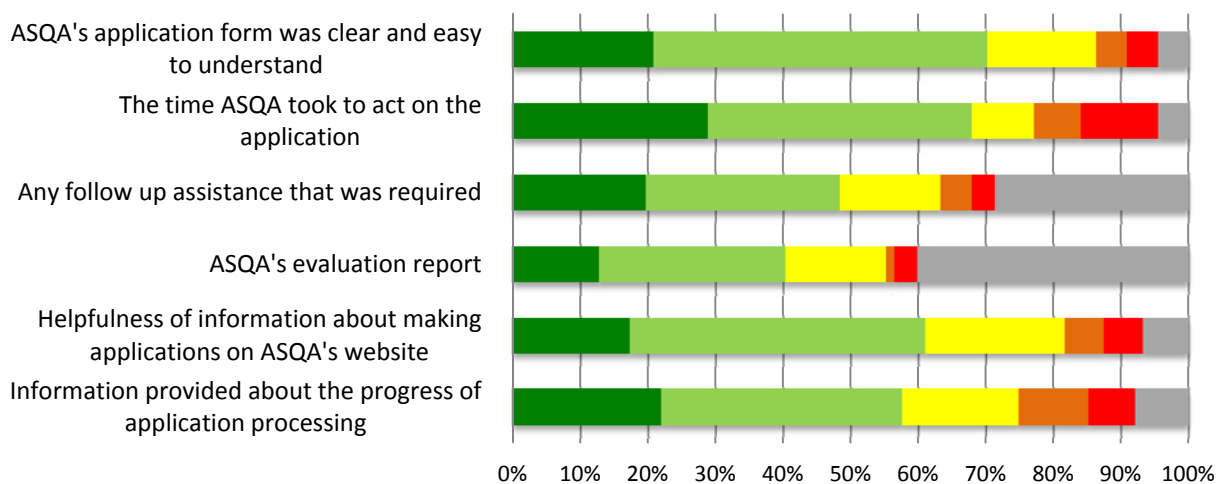
% of respondents choosing an answer, n=1212



	Any followup assistance that was required	Helpfulness of information about making applications on ASQA's website	ASQA's application form was clear and easy to understand	The time ASQA took to act on the application
Excellent	15.5	22.3	28.7	40.5
Good	31.9	48.8	55.7	34.9
Fair	11.1	19.0	11.6	14.2
Poor	2.6	4.0	2.4	3.7
Very poor	2.8	1.5	.5	5.2
DK or NA or No answer	36.1	4.5	1.2	1.5

RTO: Amendment to accredited course

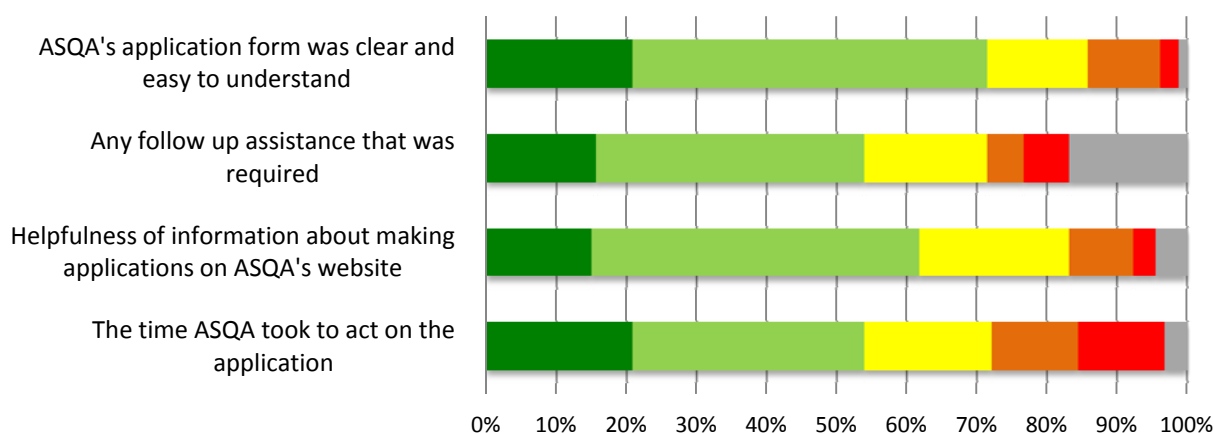
% of respondents choosing an answer, n=87



	Information provided about the progress of application processing	Helpfulness of information about making applications on ASQA's website	ASQA's evaluation report	Any follow up assistance that was required	The time ASQA took to act on the application	ASQA's application form was clear and easy to understand
Excellent	21.8	17.2	12.6	19.5	28.7	20.7
Good	35.6	43.7	27.6	28.7	39.1	49.4
Fair	17.2	20.7	14.9	14.9	9.2	16.1
Poor	10.3	5.7	1.1	4.6	6.9	4.6
Very poor	6.9	5.7	3.4	3.4	11.5	4.6
DK or NA or No answer	8.0	6.9	40.2	28.7	4.6	4.6

RTO: Change scope CRICOS

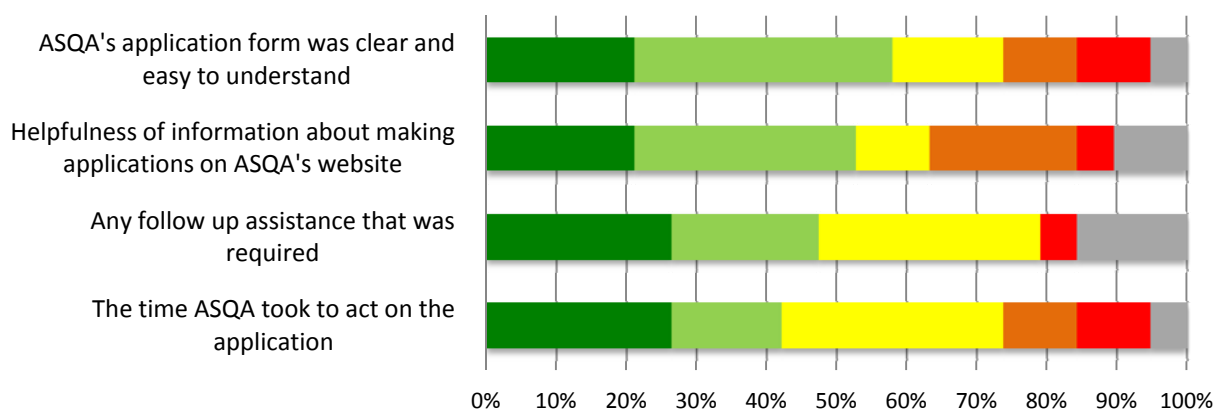
% of respondents choosing an answer, n=154



	The time ASQA took to act on the application	Helpfulness of information about making applications on ASQA's website	Any follow up assistance that was required	ASQA's application form was clear and easy to understand
■ Excellent	20.8	14.9	15.6	20.8
■ Good	33.1	46.8	38.3	50.6
■ Fair	18.2	21.4	17.5	14.3
■ Poor	12.3	9.1	5.2	10.4
■ Very poor	12.3	3.2	6.5	2.6
■ DK or NA or No answer	3.2	4.5	16.9	1.3

RTO: Change scope ELICOS

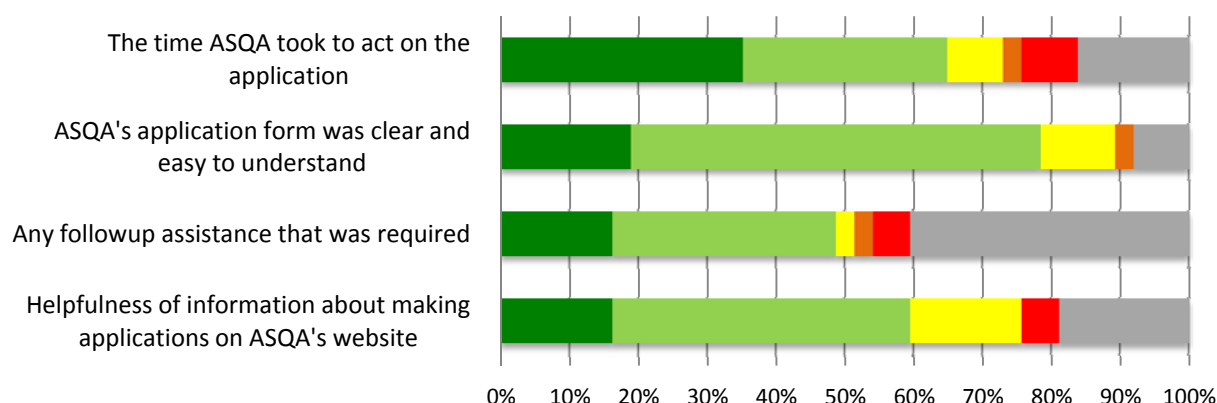
% of respondents choosing an answer, n=19



	The time ASQA took to act on the application	Any follow up assistance that was required	Helpfulness of information about making applications on ASQA's website	ASQA's application form was clear and easy to understand
■ Excellent	26.3	26.3	21.1	21.1
■ Good	15.8	21.1	31.6	36.8
■ Fair	31.6	31.6	10.5	15.8
■ Poor	10.5	0.0	21.1	10.5
■ Very poor	10.5	5.3	5.3	10.5
■ DK or NA or No answer	5.3	15.8	10.5	5.3

RTO: Other applications

% of respondents choosing an answer, n=37



	Helpfulness of information about making applications on ASQA's website	Any followup assistance that was required	ASQA's application form was clear and easy to understand	The time ASQA took to act on the application
■ Excellent	16.2	16.2	18.9	35.1
■ Good	43.2	32.4	59.5	29.7
■ Fair	16.2	2.7	10.8	8.1
■ Poor	0.0	2.7	2.7	2.7
■ Very poor	5.4	5.4	0.0	8.1
■ DK or NA or No answer	18.9	40.5	8.1	16.2

RTO: Accreditation Assessor / team evaluation

Respondents who had participated in any aspect of course accreditation were asked to rate the ASQA Accreditation Assessor or team involved on a range of dimensions. The results are displayed in the table and chart below and are all good results.

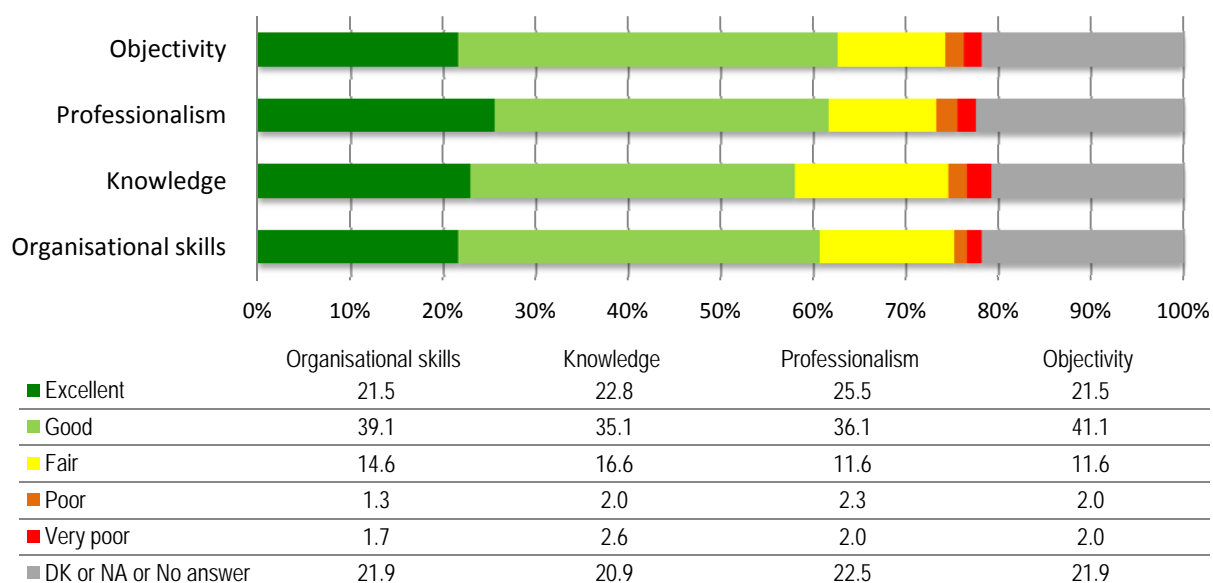
Note the large proportion of *don't know / no answer* results, which tends to indicate that whoever answered on behalf of their organisation did not have personal experience with the assessment team or they may have misunderstood the nature of the ASQA interaction that they chose at the beginning of the questionnaire.

% positive excludes don't know / no answer

RTO: ACCREDITATION ASSESSOR / TEAM n=302		% +VE
Professionalism		80.1
Knowledge		79.5
Organisational skills		77.5
Objectivity		73.2

RTO: Accreditation assessor / team

% of respondents choosing an answer, n=302



Respondents who had participated in accreditation assessment were then asked for suggested improvements to the course accreditation evaluation process. A total of 94 respondents provided a valid answer which has been multi-coded (a respondent could offer more than one idea). See table below. Common suggestions focused on responsiveness and better information, while a considerable portion indicated that no improvements were needed.

RTO: SUGGESTED CHANGES TO COURSE ACCREDITATION EVALUATION PROCESS valid n=94		FREQ	%
Improve timeliness		31	33.0
Nothing / positive		20	21.3
Samples / information were not clear and /or user friendly		16	17.0
Other		12	12.8
Too expensive		11	11.7
Knowledge of ASQA staff to improve / experience with RTOs to improve		6	6.4
Improve consistency of information		5	5.3
Simplify processes / too convoluted		5	5.3

This same set of respondents was asked to offer any other comments about the course accreditation evaluation. Nearly all comments were positive about ASQA staff or the process in general.

RTO: Application to have ASQA decision reconsidered

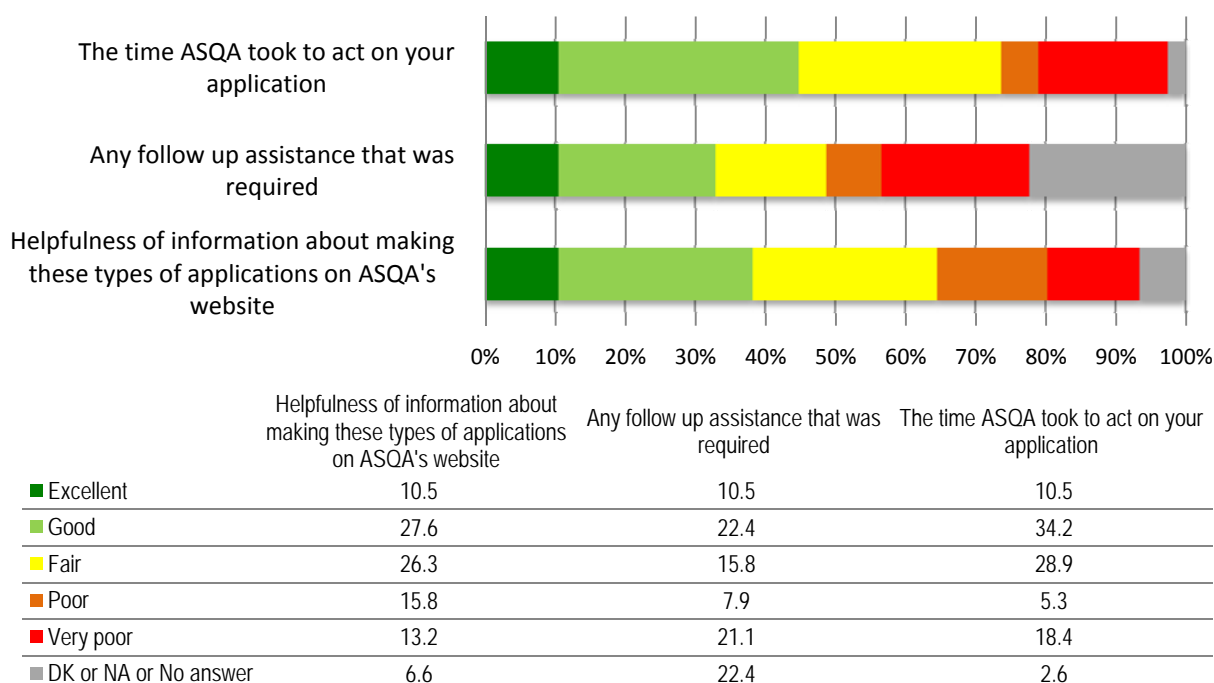
In relation to applying for reconsideration, RTOs were likely to be responding about a negative situation, so it is not surprising that this was the lowest rated interaction type. All percent positive scores were below 50%. The website may need some attention in this area, although it may be difficult to deal with a range of individual or unique situations. Note the relatively small n count for this item.

% positive excludes don't know / no answer

RTO: APPLICATION TO HAVE ASQA DECISION RECONSIDERED n=76		% +VE
The time ASQA took to act on your application		45.9
Any follow up assistance that was required		42.4
Helpfulness of information about making these types of applications on ASQA's website		40.8

RTO: Apply to have ASQA decision reconsidered

% of respondents choosing an answer, n=76



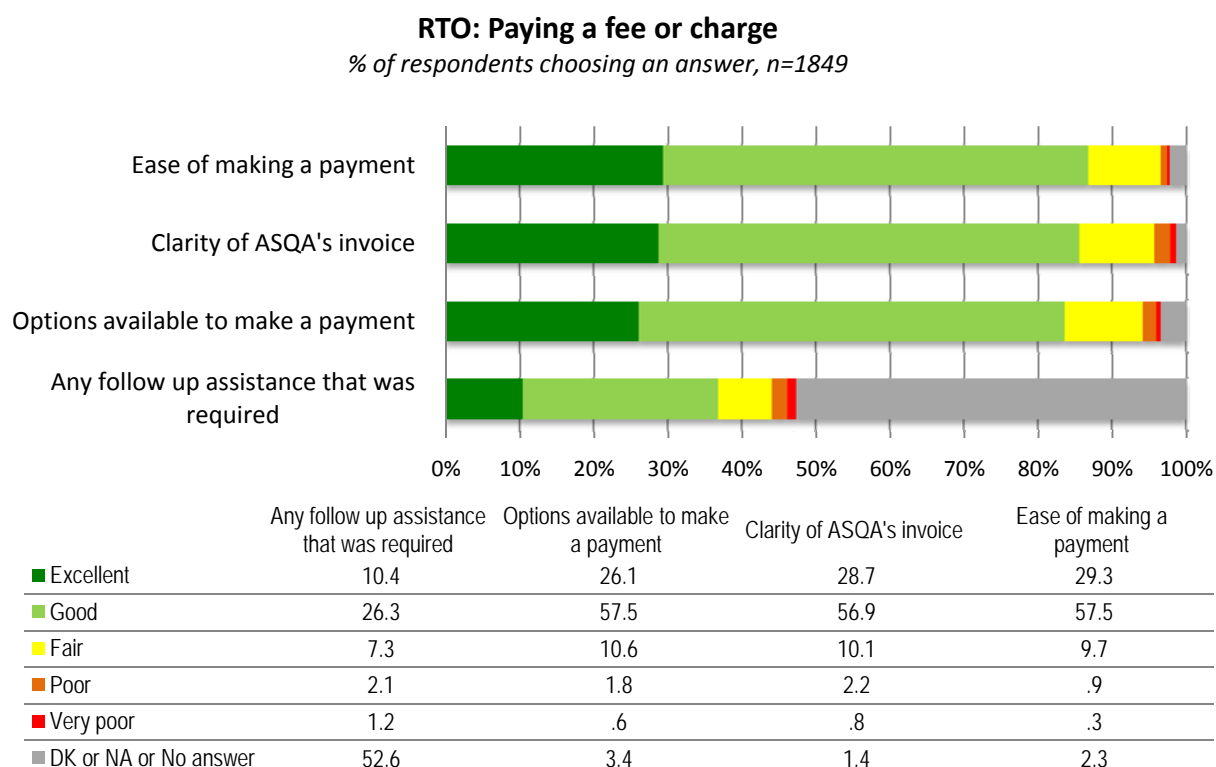
RTO: Paying a fee or charge

Paying a fee or charge was the most common type of RTO interaction and the percent positive scores for the four aspects of paying a fee/charge were all high. Refer to the table below.

% positive excludes don't know / no answer

RTO: PAYING A FEE OR CHARGE n=1849		% +VE
Ease of making a payment		88.8
Clarity of ASQA's invoice		86.8
Options available to make a payment		86.5
Any follow up assistance that was required		77.6

While the proportion of *don't know* answers for the item *Any follow up assistance that was required* was very large (53%), it could be interpreted that the process is working right first time—there is no confusion or lack of clarity about the process.



RTO: Changing or updating business details

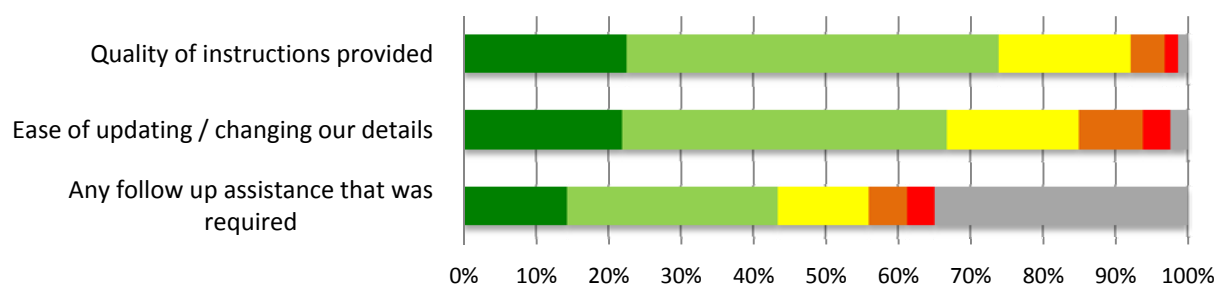
Percent positive scores for aspects of this application are presented in the table below. While quality of instructions has scored relatively well, where required, follow up assistance could be improved.

% positive excludes don't know / no answer

CHANGING OR UPDATING BUSINESS DETAILS n=735	% +VE
Quality of instructions provided	74.9
Ease of updating / changing our details	68.3
Any follow up assistance that was required	66.7

RTO: Changing or updating business details

% of respondents choosing an answer, n=735



	Any follow up assistance that was required	Ease of updating / changing our details	Quality of instructions provided
■ Excellent	14.3	21.9	22.4
■ Good	29.1	44.8	51.4
■ Fair	12.5	18.2	18.2
■ Poor	5.3	8.8	4.6
■ Very poor	3.8	3.8	1.9
■ DK or NA or No answer	35.0	2.4	1.4

RTO: Consultation and communication

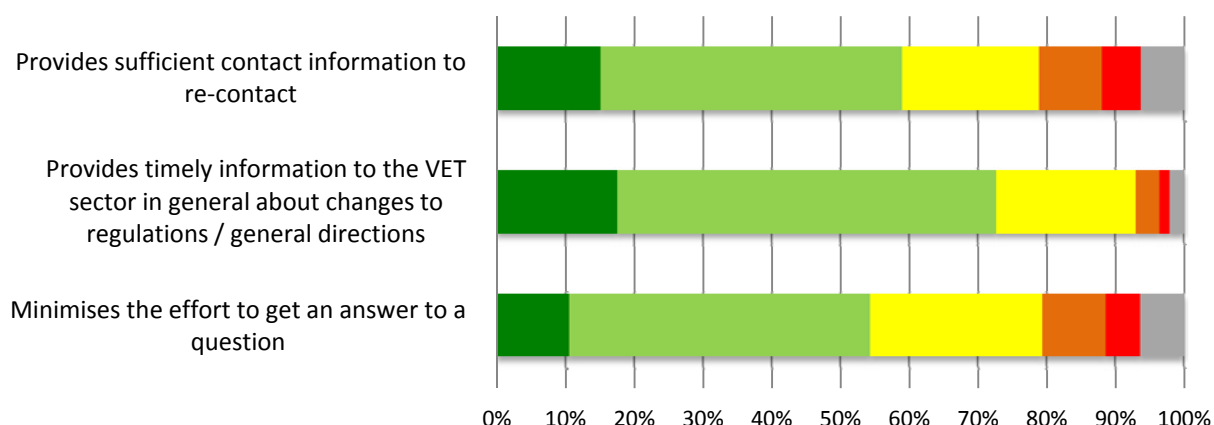
This topic focused on ASQA's behaviour in terms of communicating with RTOs and % positive scores for items are presented below. Provision of timely information scored relatively well. Many comments complemented ASQA on the timeliness of their information and frequent updates. Minimising the effort to get answers has some room for improvement.

% positive excludes don't know / no answer

RTO: CONSULTATION AND COMMUNICATION n=2581		% +VE
Provides timely information to the VET sector in general about changes to regulations / general directions		74.2
Provides sufficient contact information so that I or my organisation can contact / re-contact an ASQA staff member if necessary		62.9
Minimises the effort to get an answer to a question		58.0

RTO: Consultation and communication

% of respondents choosing an answer, n=2255



	Minimises the effort to get an answer to a question	Provides timely information to the VET sector in general about changes to regulations / general directions	Provides sufficient contact information to re-contact
■ Excellent	10.5	17.5	15.0
■ Good	43.8	55.2	43.9
■ Fair	25.1	20.3	19.9
■ Poor	9.2	3.4	9.1
■ Very poor	5.0	1.6	5.7
■ DK or NA or No answer	6.4	2.1	6.3

RTO: Comments about poorer performance in consultation / communication

Respondents who had rated an area of consultation and communication *fair* or *poor* or *very poor* were given the opportunity to explain their answer. A total of 919 respondents provided explanations. See table below for common themes from over 500 randomly selected comments. The most common comment was around the theme of slow response and next most common was the request to have a single point of contact like an account or case manager. These are recurring themes from 2013.

RTO: EXPLANATION FOR POOR OR FAIR RATING based on 511 random responses	FREQ	%
Poor timeliness of response	142	27.8
Would like specific point of contact / case manager	88	17.2
Staff not helpful / will not provide specific or detailed information or advice	68	13.3
Conflicting advice depending on who you talk to / lack of consistency	50	9.8
Poor follow up on our enquiries / multiple submissions of same enquiry needed	43	8.4
Other	37	7.2
Continual referral back to website or FAQs / staff do not answer the question	35	6.8
Information / documentation unclear	35	6.8
Poor staff attitude	34	6.7
Invoice issue - mix-up / payment options limited	28	5.5
Information hard to find	24	4.7
Technical expertise of help desk staff poor / lacking knowledge	17	3.3
Cost excessive	16	3.1
ASQA administrative error / incorrect information provided	13	2.5

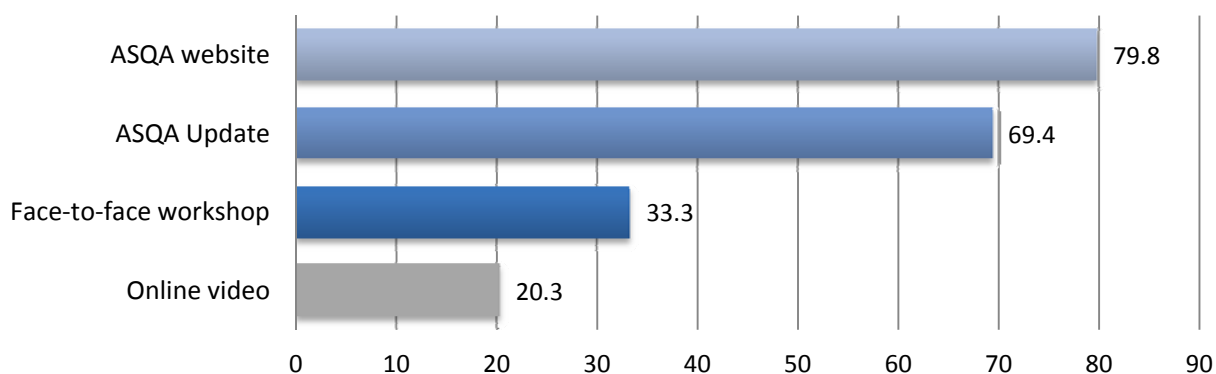
RTO: EXPLANATION FOR POOR OR FAIR RATING based on 511 random responses	FREQ	%
Not enough notice provided about pending renewal / expiration. Would like alert / reminder service	12	2.3
Positive - general	9	1.8
Need more information / communication	6	1.2
Processes onerous / could be automated	6	1.2
ASQA - no value add to my business	5	1.0
One size does not fit all	5	1.0
Redundancy of process for making an enquiry, specifically when phoning asked to put the same request in an email	4	0.8
Poor communications about changes	4	0.8
Transparency of fees poor / fee model difficult for all RTOs	3	0.6
Have had to hire a consultant as ASQA unwilling to help/ advise as to how to fill in forms / stay compliant	3	0.6
ASQA needs to balance quality with compliance	3	0.6
Future direction of ASQA unclear / lacks transparency	2	0.4

RTO: Being informed by ASQA

Respondents were asked to indicate how they preferred to be informed about compliance requirements. ASQA's website and *ASQA Update* were most commonly used. Refer to chart below.

RTO: Preferred method of accessing information in compliance

Multiple answers allowed; % based on n=2255



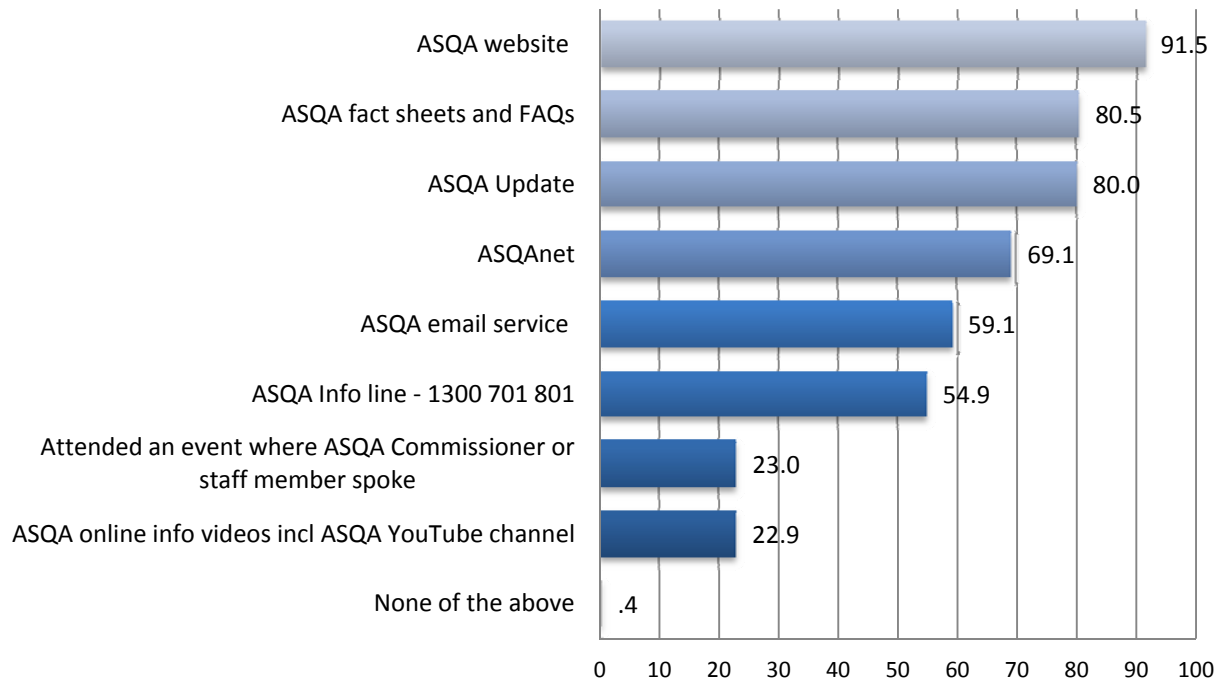
Respondents were then asked to indicate which of ASQA's channels of information they had used in the past 12 months. Most commonly, respondents used the ASQA website (80%) and then *ASQA Update* (70%). Notably, just under a fifth of respondents indicated used online information videos. See chart below.

Open-ended comments indicated that LinkedIn forums were also popular for some. While the face-to-face workshop numbers were only one third, open-ended comments indicated that a number of respondents like this form of contact, particularly in regional areas and particularly on more difficult topics where they could engage in dialogue. If more were offered, more may prefer this method.

Respondents were then asked to rate the performance of each source they had used.

RTO: ASQA information channels used by RTOs

Multiple answers allowed; % based on n=2255



RTO: ASQA's fact sheets and FAQs

A large majority of respondents had used ASQA's fact sheets and FAQs (81%) in the previous 12 months. All items in the table below scored higher than 80% positive—an excellent result. The timeliness of information sent from ASQA was a common positive comment about ASQA overall.

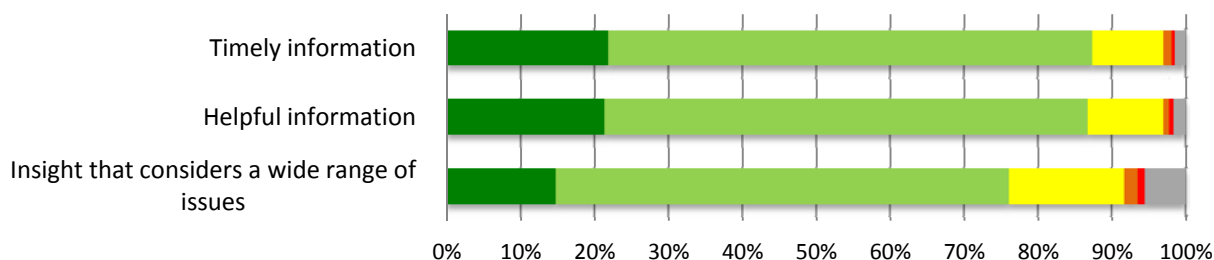
% positive excludes don't know / no answer

RTO: ASQA FACT SHEETS AND FAQs n=1815		% +VE
Timely information		88.6
Helpful information		88.1
Insight that considers a wide range of issues		80.6

The frequency distribution chart below shows very few negative responses. Refer to following chart.

RTO: ASQA fact sheets and FAQs

% of respondents choosing an answer, n=1815



	Insight that considers a wide range of issues	Helpful information	Timely information
■ Excellent	14.7	21.3	21.8
■ Good	61.4	65.3	65.5
■ Fair	15.5	10.3	9.7
■ Poor	1.9	.8	1.0
■ Very poor	.9	.6	.5
■ DK or NA or No answer	5.6	1.7	1.5

Fact sheet and FAQ improvement suggestions

Respondents who indicated that they had received fact sheets / FAQs were asked for improvement suggestions. A total of 460 respondents offered comments. Apart from being happy with the current format, the key suggestion was to present the fact sheets in clearer, simpler and more structured ways.

RTO: FACT SHEET/ FAQ IMPROVEMENT SUGGESTIONS n=460	FREQ	%
Write it in clear, simple, structured terms	101	22.0
Happy with current format	76	16.5
None / NA / No comment	74	16.1
Use practical examples showing good and bad practice	40	8.7
Other	37	8.0
Want more fact sheets with more detail	32	7.0
Email alert when new fact sheets become available	18	3.9
Wider scope / range of topics	16	3.5
Make them easier to access / find / search for	15	3.3
Make them more frequent	12	2.6
Ensure they are accurate / up to date	11	2.4
Be more specific / tailored to different areas	11	2.4
Change the way they are stored / categorised	10	2.2
Use point form / dot point / key point summaries	9	2.0
Ask for industry feedback about content	8	1.7
Faster in coming out / date of issue	6	1.3
Use version control number	4	0.9
Consistency between fact sheets and ASQA staff	3	0.7

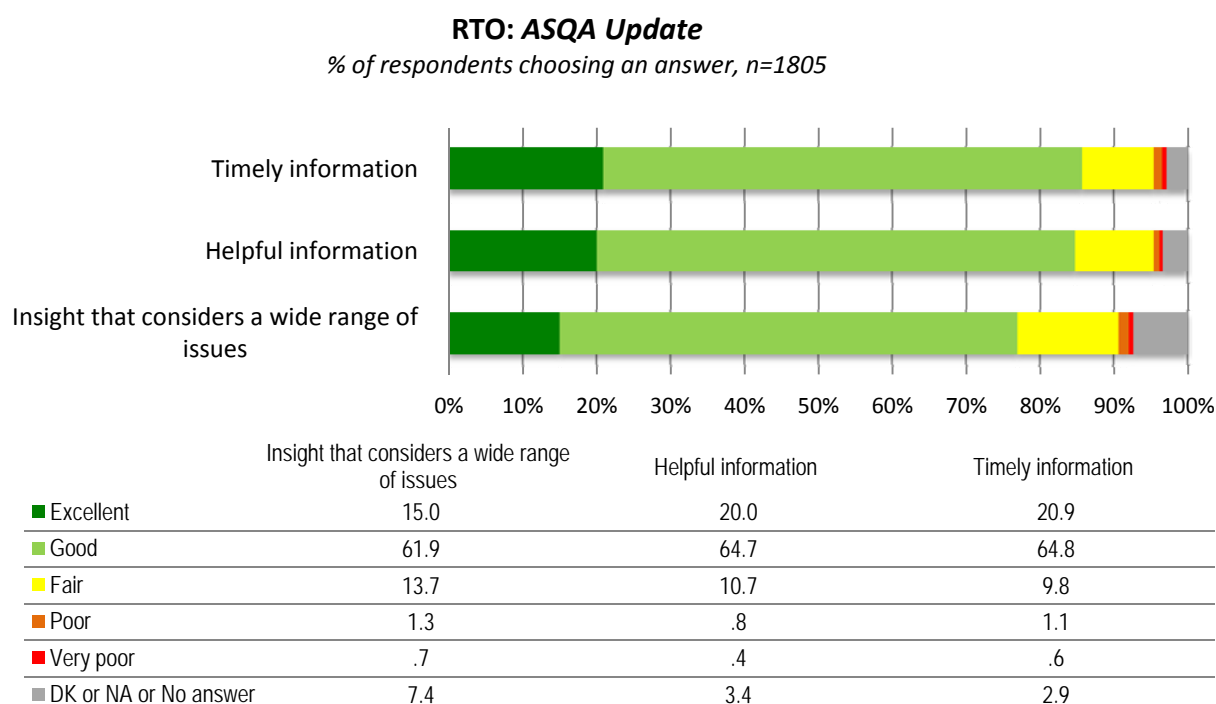
RTO: ASQA Update

ASQA Update was very positively rated, with all items achieving above 80% positive. Again, timeliness achieved the highest score, but helpful information was close behind.

% positive excludes don't know / no answer

RTO: ASQA UPDATE n=1805	% +VE
Timely information	88.2
Helpful information	87.7
Insight that considers a wide range of issues	83.1

The frequency distribution chart below shows the strong positive response for this channel.



ASQA Update improvement suggestions

Respondents who indicated that they had received ASQA Update were asked for improvement suggestions. A total of 293 respondents offered comments. Apart from being happy with the current format, the key suggestion was to write ASQA Update in a clear, simple and more structured way.

RTO: ASQA UPDATE IMPROVEMENT SUGGESTIONS n=293	FREQ	%
None / OK	65	22.2
Happy with current format	45	15.4
Write in clear, simple, structured way	33	11.3
Other	25	8.5
Better notify RTOs of changes and when updates become available	21	7.2
More frequent	20	6.8
Use practical examples, good and bad practice	18	6.1
Be more specific / tailored to different areas / not one size fits all	17	5.8
Point form / executive summary	9	3.1

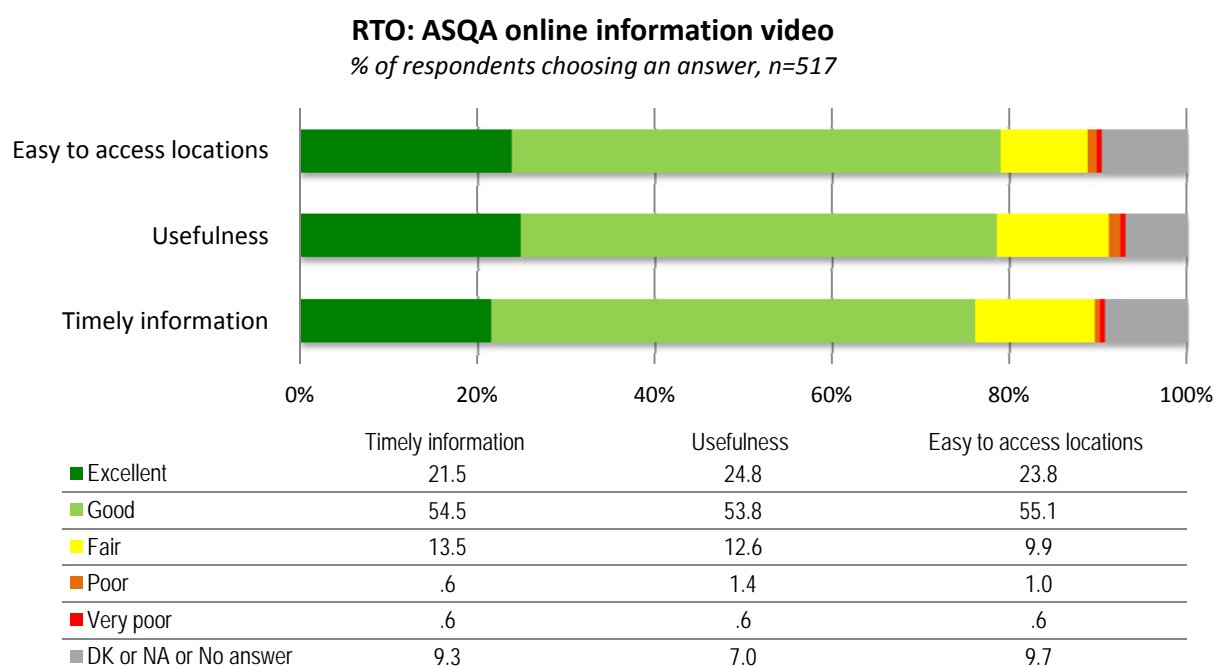
RTO: ASQA UPDATE IMPROVEMENT SUGGESTIONS n=293		FREQ	%
Faster in coming out / date of issue		8	2.7
Ask for industry feedback		7	2.4
Be clear about who is affected by changes		6	2.0
Want more / more details		5	1.7
Improve Accuracy / up to date		5	1.7
Consistency between update and staff		5	1.7
Web forum / chat with Q&A hot topics		5	1.7
Wider scope / range of topics		4	1.4
Make it easier to access/ find		3	1.0
Write from real world perspective		1	0.3

ASQA's online information videos

All % positive scores for each item in this topic were in the mid to high 80s—an excellent result.

% positive excludes don't know / no answer

Online information videos n=517	% +VE
Easy to access locations	87.4
Usefulness	84.4
Timely information	83.8



Online information video improvement suggestions

Apart from offering positive comments, respondents who offered suggestions indicated that the videos could be presented more informally and dynamically.

RTO: ONLINE INFORMATION VIDEO IMPROVEMENT SUGGESTIONS n=97	FREQ	%
Very formal / stiff / wooden / boring	26	26.8
Good / positive	19	19.6
None / OK	16	16.5
More topics / wider range	13	13.4
Other	7	7.2
Too simple / general	5	5.2
Let us know when they are released	5	5.2
Use examples	3	3.1
Have a list that matches the videos to the content on the website	3	3.1
Redundant information already available on website	3	3.1
Length of videos – too long	2	2.1

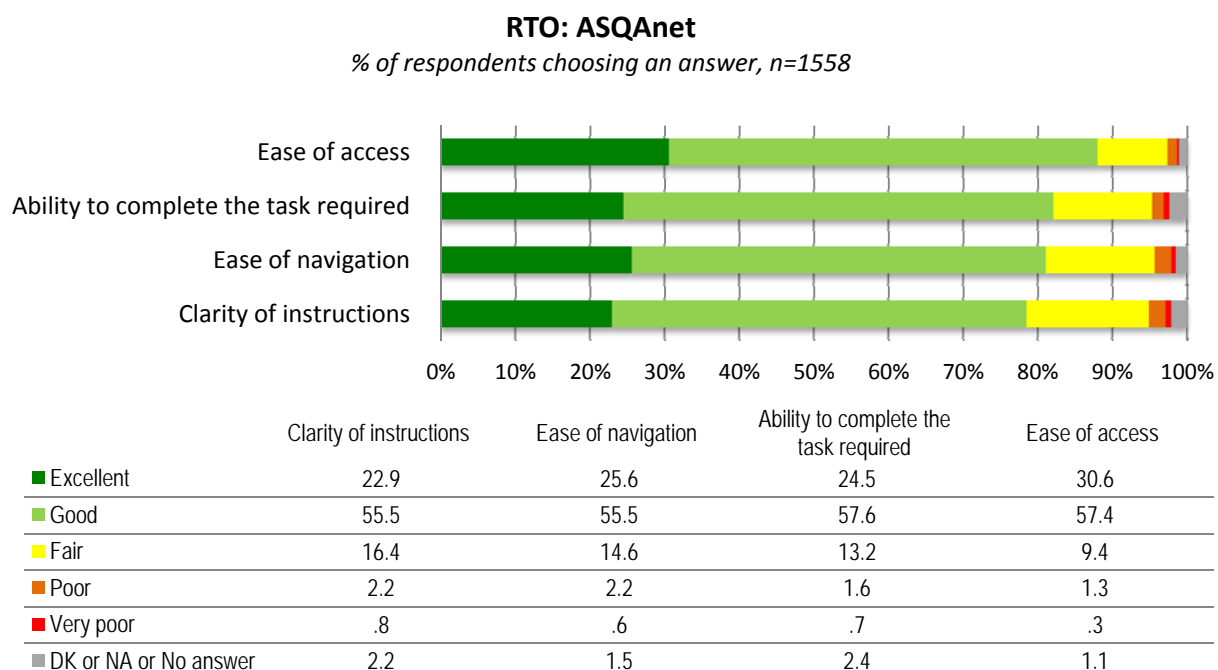
RTO: ASQAnet

On average, ASQAnet was rated very positively. Ease of access was one of the highest rated items in the RTO survey.

% positive excludes don't know / no answer

RTO: ASQAnet n=1558	% +VE
Ease of access	89.0
Ability to complete the task required	84.1
Ease of navigation	82.3
Clarity of instructions	80.2

There are very few negative responses in the frequency distribution chart below.



ASQAnet improvement suggestions

Apart from positive comments, more common suggestions focused on instructions being clearer, having more of them and having an overview of what is required. Catering for first time users may also help. Otherwise, many suggestions were fairly specific. See table below.

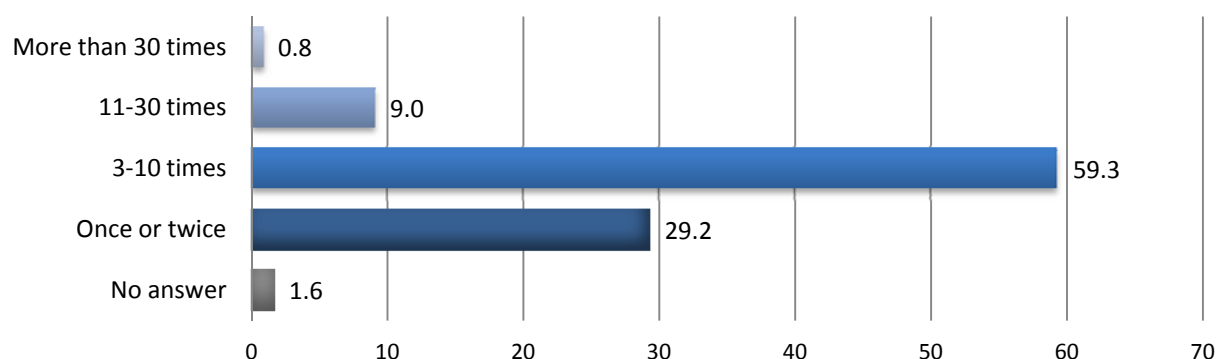
RTO: ASQAnet IMPROVEMENT SUGGESTIONS n=319	FREQ	%
No issues / positive	85	26.6
Clearer instructions / more instructions	40	12.5
Be more user friendly	29	9.1
Hard to upload / upload doesn't always work / too slow	28	8.8
First time use/ access is difficult not intuitive	17	5.3
Automate more processes on ASQAnet	16	5.0
Other	16	5.0
Add CRICOS applications	14	4.4
Technical issues encountered	14	4.4
Hard to find ASQAnet login on the website	13	4.1
Want to be able to view past uploads	12	3.8
Give information on wait times / status of application	10	3.1
Have to go through whole process to see what is required / can't see everything at once	9	2.8
Simplify the language	6	1.9
Easy to use / good	5	1.6
Slow	5	1.6
No process to account for employees who should no longer be able to access logon / split the account	3	0.9
Difficult to log on	2	0.6
Sometimes have to call info line for extra information	2	0.6

RTO: ASQA Info line

Respondents were asked to indicate how many times they had used the Info line in the 2013/2014 financial year. Most commonly, respondents indicated 3-10 times (59%) and this is very similar to the previous year's results.

RTO: Number of times ASQA info line was contacted in 2013/2014

% of respondents, n=1238

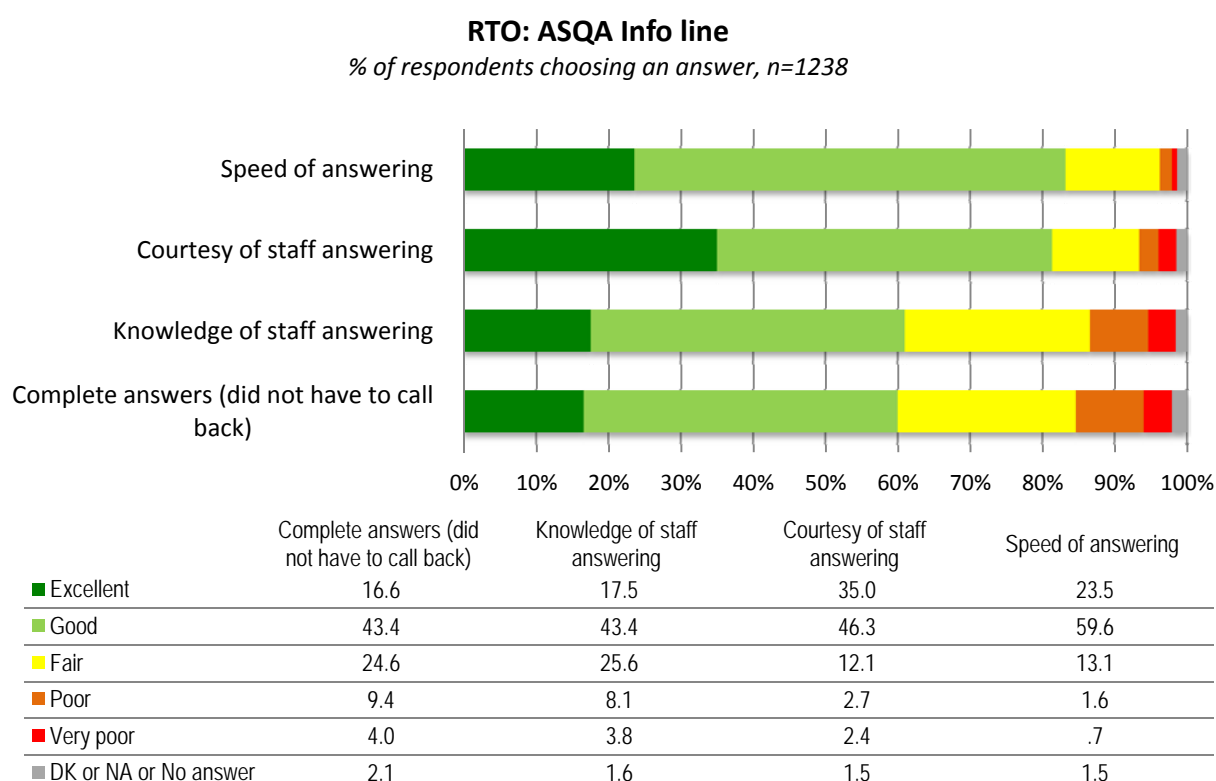


The table below demonstrates that speed of answering and staff courtesy were rated highly. Staff knowledge and getting complete answers show some room for improvement. These two latter items are

probably highly related, that is, there was a need to call back because an ASQA staff member did not know all the details of a situation.

% positive excludes don't know / no answer

RTO: ASQA Info line n=1238		% +VE
Speed of answering		84.2
Courtesy of staff answering		82.5
Knowledge of staff answering		61.9
Complete answers (did not have to call back)		61.2



Info line improvement suggestions

Respondents who indicated that they had contacted the Info line were asked for improvement suggestions. A total of 365 respondents offered comments.

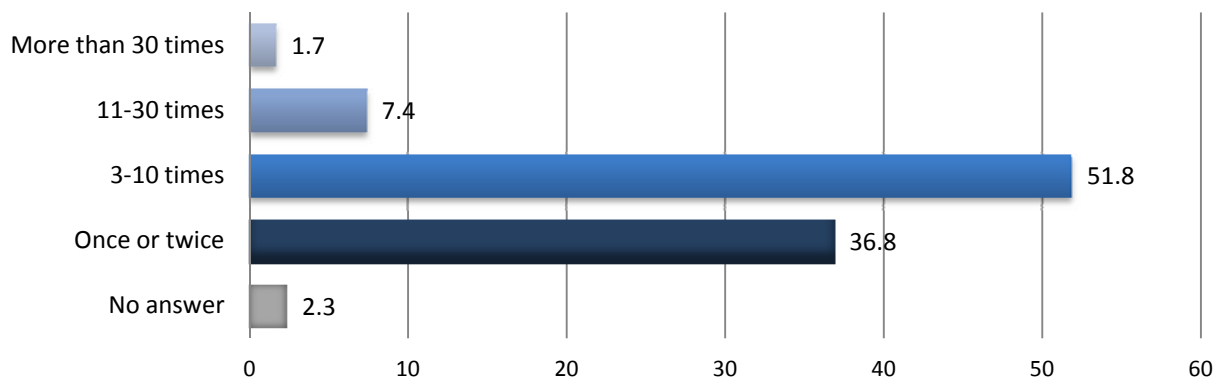
RTO: INFO LINE SUGGESTED IMPROVEMENTS n=365	FREQ	%
Poor knowledge / unable to help / not experts / poor understanding of RTOs	102	27.9
Info Line too general / can't answer specific questions / give generic information	57	15.6
Positive	45	12.3
Conflicting information from different staff members and between staff members and website	32	8.8
Rude staff / bad attitude	31	8.5
None	26	7.1
Told to refer to website or fact sheets and your question is not answered	23	6.3
Other	22	6.0
Hard to talk to the same person / want a case manager	19	5.2

RTO: INFO LINE SUGGESTED IMPROVEMENTS n=365	FREQ	%
Staff are inconsistent some provide good service and some bad	18	4.9
Time delays using this service / told to email which adds time	13	3.6
Needs better menu options	3	0.8

RTO: ASQA's email service

Most commonly (52%), RTOs used ASQA's email service 3-10 times in the last year and just over a third (37%) used it once or twice a year.

RTO: Number of times ASQA email service was contacted in 2013/2014
% of respondents, n=1333



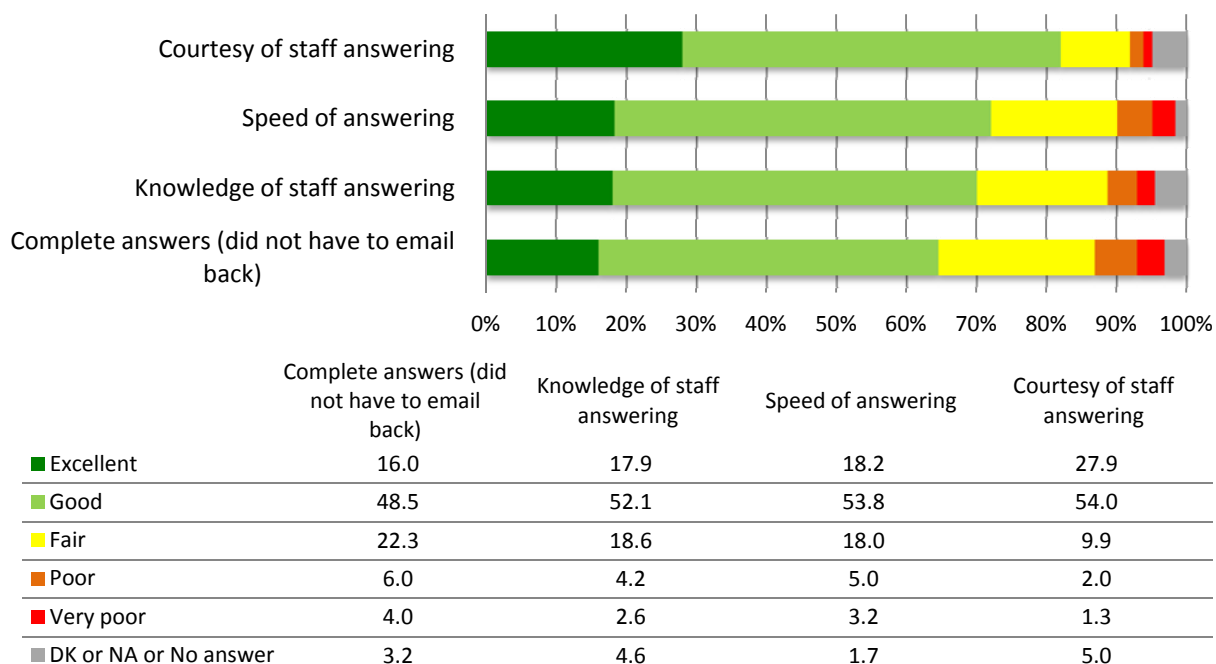
The % positive scores for the email service follow the same pattern as the ASQA Info line. Courtesy of staff was rated highest and complete answers was rated lowest, but staff are rated slightly more knowledgeable than for Info line, maybe because they have more time to research and/or consider their answer.

% positive excludes don't know / no answer

RTO: ASQA's email service n=1333	% +VE
Courtesy of staff answering	86.2
Knowledge of staff answering	73.3
Speed of answering	73.3
Complete answers	66.7

RTO: ASQA email service

% of respondents choosing an answer, n=1333



Email service improvement suggestions

Respondents who indicated that they had contacted the email service were asked for improvement suggestions. A total of 294 respondents offered comments. There were two clear improvement themes: faster turnaround and give advice, not a referral to something else, particularly the website.

RTO: EMAIL SERVICE SUGGESTED IMPROVEMENTS n=294		FREQ	%
Improve response time		58	19.7
Be more specific - don't refer me to the website		48	16.3
Nothing		42	14.3
Positive		36	12.2
Other		30	10.2
We have no relationship with ASQA / in human / no names on emails / no case manager		18	6.1
Staff inconsistent - knowledge , service level		17	5.8
Sometimes get no response		16	5.4
Process of referring enquiries to website or fact sheets implies poor knowledge of SAQA staff / is frustrating / not helpful		15	5.1
Be clear and unambiguous		9	3.1
Emails should be answered by subject matter experts / need specific contact		6	2.0
Staff rude / poor attitude		4	1.4

RTO: ASQA's website

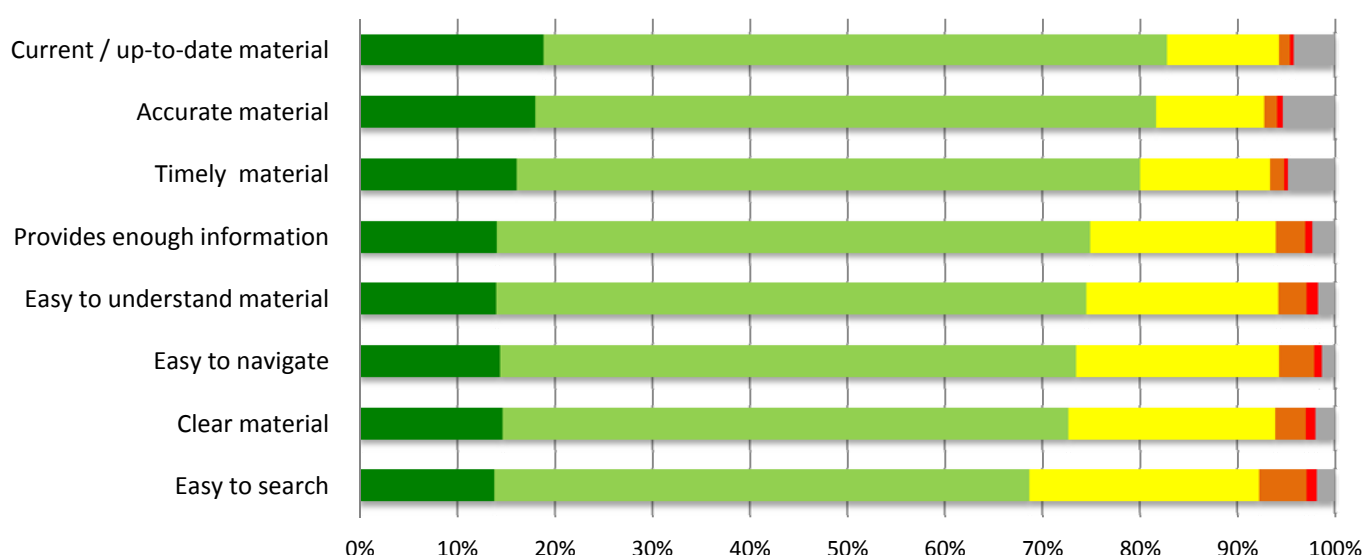
ASQA's website was used by 92% of respondents and was the most commonly used information channel for RTOs. Percent positive scores were 70% or above for all website dimensions surveyed, with current, accurate and timely information scoring highest. Searching has a little room for improvement, as reflected in respondents' improvement suggestions.

% positive excludes don't know / no answer

RTO: ASQA's WEBSITE n=2063	% +VE
Current / up-to-date material	86.4
Accurate material	86.3
Timely material	84.1
Provides enough information	76.7
Easy to understand material	75.8
Easy to navigate	74.4
Clear material	74.1
Easy to search	69.9

RTO: ASQA website

% of respondents choosing an answer, n=2063



	Easy to search	Clear material	Easy to navigate	Easy to understand material	Provides enough information	Timely material	Accurate material	Current / up-to-date material
■ Excellent	13.8	14.6	14.3	14.0	14.1	16.0	17.9	18.8
■ Good	54.9	58.1	59.1	60.5	60.8	64.0	63.7	63.9
■ Fair	23.6	21.2	20.8	19.7	19.0	13.3	11.1	11.5
■ Poor	4.8	3.1	3.6	2.9	3.0	1.4	1.4	1.1
■ Very poor	1.1	1.0	.8	1.2	.7	.4	.5	.4
■ DK or NA or No answer	1.8	2.0	1.4	1.7	2.3	4.8	5.4	4.2

Website improvement suggestions

Respondents who indicated that they had used the website were asked for improvement suggestions. A total of 431 respondents offered comments. Search and navigation are the top two suggested areas of improvement. Searching was also one of the highest suggested improvement areas in 2013. However, many respondents have indicated that they like the new website and that it has improved over the last 12 months.

RTO: WEBSITE SUGGESTED IMPROVEMENTS n=431	FREQ	%
Search is difficult	64	14.8
Make it easier to navigate	54	12.5

RTO: WEBSITE SUGGESTED IMPROVEMENTS n=431	FREQ	%
NA / None /Unsure	52	12.1
Positive - good website , has improved	48	11.1
Other	40	9.3
Be more user friendly / simplify / not designed with end user in mind	31	7.2
Language unclear / broad / general	30	7.0
Make sure it is up to date / all links working / accurate	29	6.7
More information on specific issues wanted	29	6.7
Website crowded / complex / convoluted	14	3.2
Specific technical issue, eg, text overlaps on menu	11	2.6
Better categorisation of topics / menu structure	10	2.3
Use examples - good and bad practice	9	2.1
More links to forms / material / external links	8	1.9
Lay out issue - font too small, hard to read	8	1.9
Clear and specific accurate information needed	4	0.9

RTO: Speech or presentation by ASQA Commissioner or senior staff member

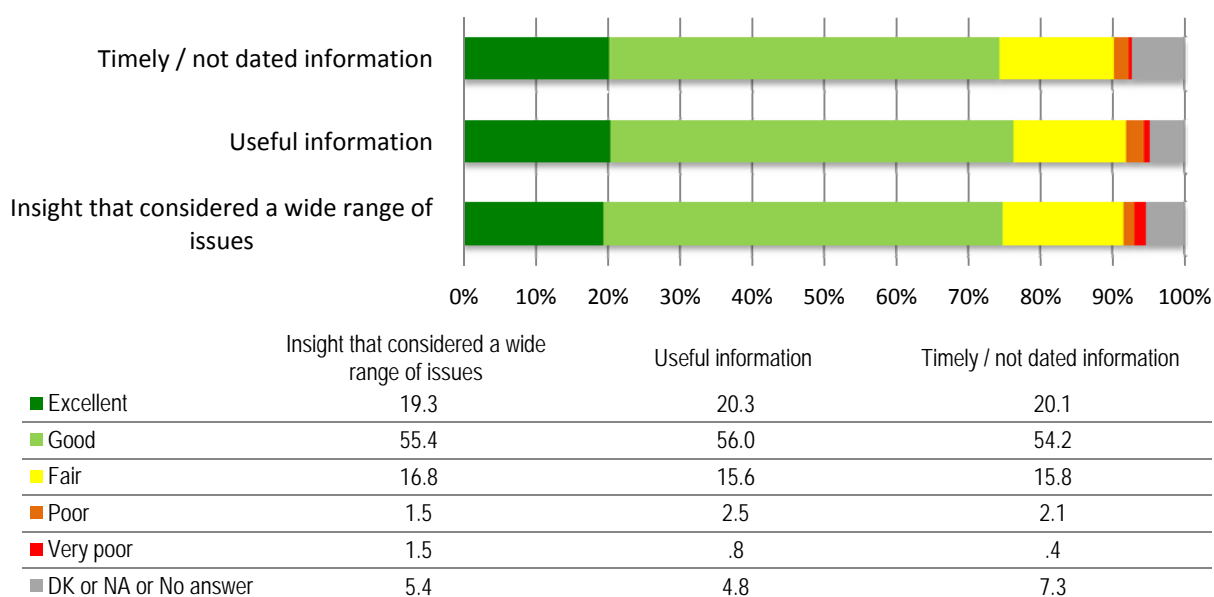
There was little variation in the scores for this topic—all were around 80% which is a good result.

% positive excludes don't know / no answer

RTO: SPEECH n=518	% +VE
Timely not outdated information	80.2
Useful information	80.1
Insight that considered a wide range of issues	79.0

RTO: Speech by ASQA Commissioner or senior staff member

% of respondents choosing an answer, n=518



ASQA speech improvement suggestions

Respondents who indicated that they had attended an ASQA staff member speech or presentation were asked for improvement suggestions. A total of 108 respondents offered comments. The most useful improvement suggestions were around style of delivery and more tailored or specific content.

RTO: SPEECH / PRESENTATION SUGGESTED IMPROVEMENTS n=108	FREQ	%
Positive	20	18.5
No answer / none	13	12.0
Nothing new was learned	13	12.0
Dictation / poor delivery / authoritarian delivery	13	12.0
Want more / more regular	9	8.3
Consider the customer you are presenting to / be more tailored	8	7.4
Other	8	7.4
ASQA presenters should respond to the questions being asked by audience	6	5.6
Use examples / case studies	6	5.6
Need more for regional areas	5	4.6
Be more specific	5	4.6
Speech / presentation was a rehash of what was on the website / fact sheets	2	1.9

RTO: Comments about ASQA's information systems or service channels

Respondents were asked to comment in general about ASQA's information systems or service channels. A total of 291 respondents offered comments which were wide and varied and should be examined in greater detail separately to this report. A number of respondents indicated that ASQA was doing well and gave a positive comment about a specific element of service or that ASQA had improved in the last 12 months (25%). The most commonly mentioned themes are presented in the table below and where focused on improvements suggest a more personal and personalised and/or tailored response.

RTO: ASQA's INFORMATION SYSTEM OR SERVICE CHANNEL SUGGESTED IMPROVEMENTS n=291	FREQ	%
Nothing / no answer	82	28.2
Positive - general comment / has improved in the last 12 months	72	24.7
Other	25	8.6
More face to face contact / personal contact / very inhuman	16	5.5
Information too general / be more specific	13	4.5
Listen to RTOs / too unapproachable / hostile	11	3.8
Website search / navigation / layout is poor	10	3.4
One size does not fit all	8	2.7
Improve timeliness	8	2.7
Streamline processes	7	2.4
Info Line staff can't always help you	6	2.1
Too many sources of information within ASQA / cross over of information from non-ASQA sources	6	2.1
Information Confusing / ambiguous	5	1.7
Staff inconsistent - service and knowledge	4	1.4
ASQA administrative error	4	1.4
Reduce costs	4	1.4
Too many forms / they are not easy to use	3	1.0

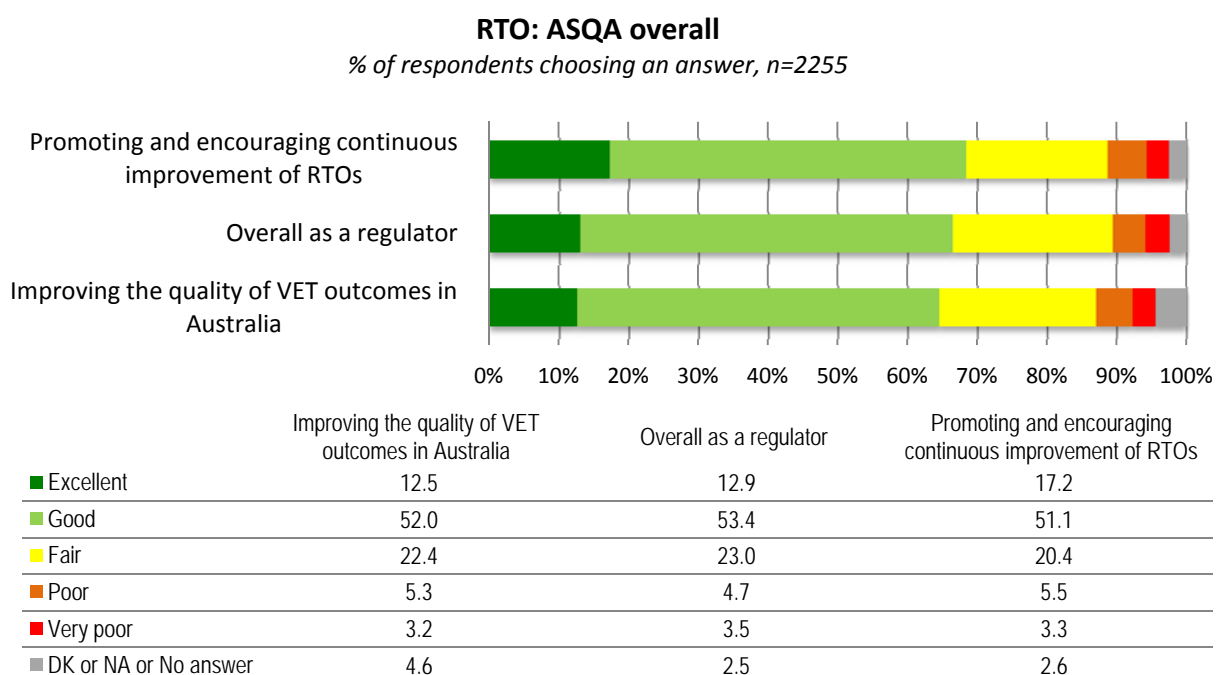
RTO: ASQA's INFORMATION SYSTEM OR SERVICE CHANNEL SUGGESTED IMPROVEMENTS n=291	FREQ	%
Video channel good	3	1.0
Get rid of poor performers	3	1.0
ASQAnet nonuser friendly	2	0.7

RTO: ASQA Overall

Respondents were asked to rate ASQA as a regulator. There was little variation in the scores for the three items in this topic. The RTO results were considerably more positive than stakeholders' feedback. While the % positive score for all items were 68% or above, there is still room for some improvement across all items. Open-ended comments indicated support for ASQA to continue its focus on improving the quality of VET outcomes in Australia.

% positive excludes don't know / no answer

RTO: OVERALL n=2255	% +VE
Promoting and encouraging continuous improvement of RTOs	70.1
Overall as a regulator	68.0
Improving the quality of VET outcomes in Australia	67.6



RTO: What ASQA needs to improve

A total of 1034 respondents provided suggestions about what ASQA could do to improve. Refer to the table below for common themes from over 550 randomly selected comments. A number of respondents indicated that there was nothing that needed improvement. The next most common comment was around the theme of providing more guidance and examples of best practice but a number are concerned about the cost and burden of compliance, particularly for smaller operators.

RTO: WHAT ASQA NEEDS TO IMPROVE n=552	FREQ	%
No issues / nothing needs improving	77	13.9
Provide more guidance, examples of best practice, templates, what we are doing right	66	12.0

RTO: WHAT ASQA NEEDS TO IMPROVE n=552	FREQ	%
Cost and burden of compliance is too much	52	9.4
Guide, support and encourage RTOs, especially those who are doing the right thing, rather than wield a big stick	50	9.1
Clearer, simpler, more concise information. Get rid of technical terms and policy speak	38	6.9
Be more customer focused, provide better customer service, be more approachable and accessible and provide advice on demand	34	6.2
Takes too long to respond or process especially CRICOS	33	6.0
Heavy reporting requirements	33	6.0
Work with us, be collaborative, have genuine consultation, seek advice from industry and particularly private providers	32	5.8
Needs more human resources including younger people	32	5.8
Other - very varied, one-off comments like introduce mandatory attendance, have one single regulator, advocate for the sector, promote VET more, funding contract conflicts	32	5.8
One size does not fit all, unfairness of applying same rules to everyone, different rules for public and private providers, no consideration given to size of operation	31	5.6
CRICOS related - costs, time to respond, complex forms, needs to be part of ASQAnet	31	5.6
Use more social media particularly LinkedIn forums or moderated chat sessions	30	5.4
Fees are too high	29	5.3
Need more face-to-face workshops, forums or professional development sessions that discuss current issues and best practice, particularly in regional areas	28	5.1
Complaint handling process	27	4.9
Be more consistent in decision making and information	26	4.7
ASQA's focus is on regulatory compliance (tick all the boxes and get your spelling right) not quality of teaching or learning or continuous improvement	26	4.7
Address under-delivery / rogue operators. Cowboys still out there	25	4.5
Staff need more knowledge about ASQA and industries	22	4.0
Constant changes, little or no advice on changes and timing of changes or not enough lead time on changes	20	3.6
Website hard to navigate and search	15	2.7
Have a case / account manager approach which builds a relationship	13	2.4
Improve and expand online systems / integrate systems, including provide a national database of students / qualifications issues	10	1.8
ASQA is overly bureaucratic / too much red tape	9	1.6
Needs to be more transparent in decision making	9	1.6
ASQAnet usability	3	0.5
Info line	2	0.4
Inconsistencies between two regulators	2	0.4

RTO: What ASQA does well and that it should continue doing

A total of 853 respondents offered suggestions about what ASQA does well. The most commonly mentioned themes are listed below. There were many different suggestions but customer service and dissemination of good information top the list along with support for its compliance monitoring role and speed of response.

RTO: WHAT ASQA DOES WELL n=522	FREQ	%
Customer service including helpful, courteous and knowledgeable staff	78	14.9
Produces useful, consistent, accurate and accessible information	73	14.0
Regulates including monitoring for compliance, dealing with the cowboys	70	13.4
Fast turnaround / quick response or processing time	55	10.5
<i>ASQA Update</i>	51	9.8
ASQAnet / online systems	43	8.2
Keeps us up to date / provides timely information	31	5.9
Focuses on quality, setting a high standard and continuous improvement of VET sector	31	5.9
Website	30	5.7
Unspecific general positive	30	5.7
Good communication	26	5.0
Negative response / nothing	24	4.6
Other	23	4.4
Info line / email requests	16	3.1
Willing to improve themselves / open to and actions feedback	16	3.1
Risk-based approach	16	3.1
Improved consultation and listening to RTOs / the industry	11	2.1
Auto update of superseded qualifications to scope	10	1.9
Reducing regulatory requirements, including streamlining	9	1.7
Is fair / provides a level playing field	8	1.5
Social media comments / You tube	7	1.3
Face-to-face info sessions	4	0.8

RTO year comparison

ASQA's performance in specific areas, as perceived by RTOs, has improved dramatically over the past 12 months. This improvement is reflected in both numeric results and qualitative comments. Timeliness and helpfulness have improved significantly from a statistical perspective. RTOs have indicated in their comments that they have noticed ASQA's improvements and read it as a sign that ASQA has not only listened to them but acted on their feedback. They want ASQA to continue doing this: to role model continuous improvement as it details for RTOs.

However, despite the effort and resources that have gone into the interactions between ASQA and RTOs, RTOs' perception of ASQA's overall performance as a regulator has remained exactly the same since 2013.

The table below shows the items that were comparable between 2013 and 2014 surveys and is sorted by the amount of difference in % positive scores between the two years. Another table of the same data but sorted by topic area is displayed in attachment 2 of this report.

% positive excludes don't know / no answer;

Yellow highlight indicates statistically significantly different at 95% confidence level

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Other applications	Any follow up assistance that was required	81.8	48.7	33.1
Other applications	The time ASQA took to act on the application	77.4	44.4	33.0
Change scope RTO registration	The time ASQA took to act on the application	76.5	45.3	31.2
Other applications	Helpfulness of information about making applications on ASQA's website	73.3	43.2	30.1
Initial CRICOS registration	Any follow up assistance that was required	75.0	45.5	29.5
Initial CRICOS registration	The time ASQA took to act on the application	58.3	30.0	28.3
Other applications	ASQA's application form was clear and easy to understand	85.3	57.8	27.5
Change scope CRICOS	Any follow up assistance that was required	64.8	43.1	21.8
Change scope CRICOS	The time ASQA took to act on the application	55.7	35.2	20.6
Renewing RTO registration	The time ASQA took to act on the application	68.0	48.3	19.7
Initial CRICOS registration	Helpfulness of information about making applications on ASQA's website	73.9	54.5	19.4
Change scope RTO registration	Any follow up assistance that was required	74.3	55.1	19.2
Renewing RTO registration	Any follow up assistance that was required	72.4	55.3	17.1
Renewing CRICOS registration	The time ASQA took to act on the application	52.7	36.4	16.3
Reconsider decision	The time ASQA took to act on your application	45.9	29.6	16.3
Renewing CRICOS registration	Any follow up assistance that was required	60.2	44.8	15.4
Change scope CRICOS	Helpfulness of information about making applications on ASQA's website	64.6	50.0	14.6
Renewing RTO registration	Helpfulness of information about making applications on ASQA's website	71.1	58.9	12.2
ASQA email service	Speed of answering	73.3	61.9	11.4
Change scope RTO registration	Helpfulness of information about making applications on ASQA's website	74.4	63.6	10.8
Renewing CRICOS registration	Helpfulness of information about making applications on ASQA's website	61.7	51.3	10.4
Reconsider decision	Any follow up assistance that was required	42.4	32.4	9.9
ASQAnet	Ability to complete the task required	84.1	75.0	9.1

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
ASQAnet	Clarity of instructions	80.2	71.2	9.0
Change scope RTO registration	ASQA's application form was clear and easy to understand	85.4	76.6	8.8
Paying a fee or charge	Any follow up assistance that was required	77.6	69.0	8.6
Renewing RTO registration	ASQA's application form was clear and easy to understand	81.7	73.2	8.5
Initial RTO Registration	Any follow up assistance that was required	61.9	53.7	8.2
ASQA email service	Knowledge of staff answering	73.3	65.1	8.2
Reconsider decision	Helpfulness of information about making these types of applications on ASQA's website	40.8	32.9	7.9
ASQA email service	Complete answers (did not have to email back)	66.7	59.0	7.7
ASQA Info line	Knowledge of staff answering	61.9	55.4	6.5
ASQA Info line	Speed of answering	84.3	78.4	6.0
Change scope CRICOS	ASQA's application form was clear and easy to understand	72.4	66.5	5.9
ASQA Update	Insight that considers a wide range of issues	83.1	77.4	5.7
Renewing CRICOS registration	ASQA's application form was clear and easy to understand	68.6	62.9	5.7
ASQA email service	Courtesy of staff answering	86.2	80.6	5.6
ASQA Info line	Complete answers (did not have to call back)	61.2	55.8	5.4
Changing / Updating details	Any follow up assistance that was required	66.7	61.3	5.4
ASQAnet	Ease of navigation	82.3	77.1	5.2
Consultation and communication	Provides sufficient contact information to re-contact	62.9	57.8	5.1
Paying a fee or charge	Options available to make a payment	86.5	81.7	4.8
Consultation and communication	Minimises the effort to get an answer to a question	58.0	53.4	4.5
ASQA fact sheets	Insight that considers a wide range of issues	80.6	76.2	4.4
Paying a fee or charge	Ease of making a payment	88.8	84.5	4.3
Changing / Updating details	Quality of instructions provided	74.9	70.8	4.1
ASQA website	Accurate material	86.3	82.6	3.7
ASQA Update	Helpful information	87.7	84.1	3.6
ASQA Update	Timely information	88.2	84.7	3.6
ASQAnet	Ease of access	89.0	85.7	3.3
Changing / Updating details	Ease of updating / changing our details	68.3	65.2	3.2
ASQA website	Timely material	84.1	81.0	3.1
ASQA website	Provides enough information	76.7	73.7	3.0
Initial RTO Registration	The time ASQA took to act on the application	41.3	38.5	2.8
ASQA Info line	Courtesy of staff answering	82.5	80.0	2.5
ASQA fact sheets	Helpful information	88.1	85.7	2.4
ASQA fact sheets	Timely information	88.6	86.2	2.4
Initial CRICOS registration	ASQA's application form was clear and easy to understand	75.0	72.7	2.3
ASQA website	Easy to understand material	75.8	73.6	2.2
Overall	Overall as a regulator	68.0	65.8	2.2
ASQA website	Current / up-to-date material	86.4	84.3	2.1
ASQA website	Easy to navigate	74.4	72.7	1.7
Speech or presentation	Insight that considered a wide range of issues	79.0	77.4	1.5
Speech or presentation	Useful information	80.1	78.6	1.5

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
ASQA website	Clear material	74.1	72.6	1.5
ASQA website	Easy to search	69.9	68.6	1.3
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	74.2	73.4	0.8
Initial RTO Registration	Helpfulness of information about making applications on ASQA's website	58.9	58.7	0.2
Overall	Promoting and encouraging continuous improvement of RTOs	70.1	70.2	-0.1
Initial RTO Registration	ASQA's application form was clear and easy to understand	70.6	71.0	-0.4
Overall	Improving the quality of VET outcomes in Australia	67.6	68.8	-1.3
Speech or presentation	Timely / not dated information	80.2	81.8	-1.6

RTO attribute analysis

The following section compares the results of the RTO survey using three RTO attributes; number of unique enrolments, state and units. Only items which were statistically significantly different at the 95% confidence level have been included in the report. These differences are presented using mean scores only and were analysed using independent samples t test or analysis of variance (ANOVA).

There were only five statistically significant different items across all the 110 rated items in the survey across the three attributes analysed. This considerable lack of difference indicates that RTOs have consistent interactions with ASQA irrespective of location or size—and this is a good result. ASQA treats organisations equally.

The rating scale used to assess items in the comparative analysis is displayed in the table below. For example, a mean (average) score of 4.0 indicates that, overall, respondents agreed that ASQA was performing at a *good* level on a particular item.

RATING SCALE DESCRIPTION	ASSIGNED NUMERIC VALUE
Excellent	5
Good	4
Fair	3
Poor	2
Very poor	1

The first item is about the timeliness of information in RTO information videos. The smaller the number of enrolments, the more positive respondents are about videos providing timely information.

TOPIC / ITEM	NUMBER OF UNIQUE STUDENT ENROLMENTS			
	1-50	51-200	201-500	More than 500
RTO information videos – timely information	4.2	4.1	4.1	3.9

The second item is about the ease of navigating the ASQA website. NT respondents are more likely to rate the website easier to navigate while those from the ACT are much more negative.

TOPIC / ITEM	NUMBER OF UNIQUE STUDENT ENROLMENTS							
	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Website – easy to navigate	3.6	3.8	4.0	3.9	3.8	3.8	3.9	3.7

The next three items were different when analysed by units of scope. The 11-20 units category is significantly more positive on one item (time to act on change of RTO scope) while it is significantly more negative on the other two items in the table below.

TOPIC / ITEM	NUMBER OF UNITS			
	0 units	1-10	11-20	20+
Renew Course accreditation - ASQA's evaluation report	3.9	3.7	2.8	4.0
Change scope RTO - time ASQA took to act on the application	4.0	4.0	4.3	4.0
Information videos - usefulness	4.1	4.1	3.8	4.2

Stakeholder key findings

This section outlines the key findings for the stakeholder survey by topic. For each topic, the percent positive scores are presented along with the frequency distribution. Tables and frequency distribution charts are sorted by the percentage of positive scores. The most common themes within free text comments are presented where relevant.

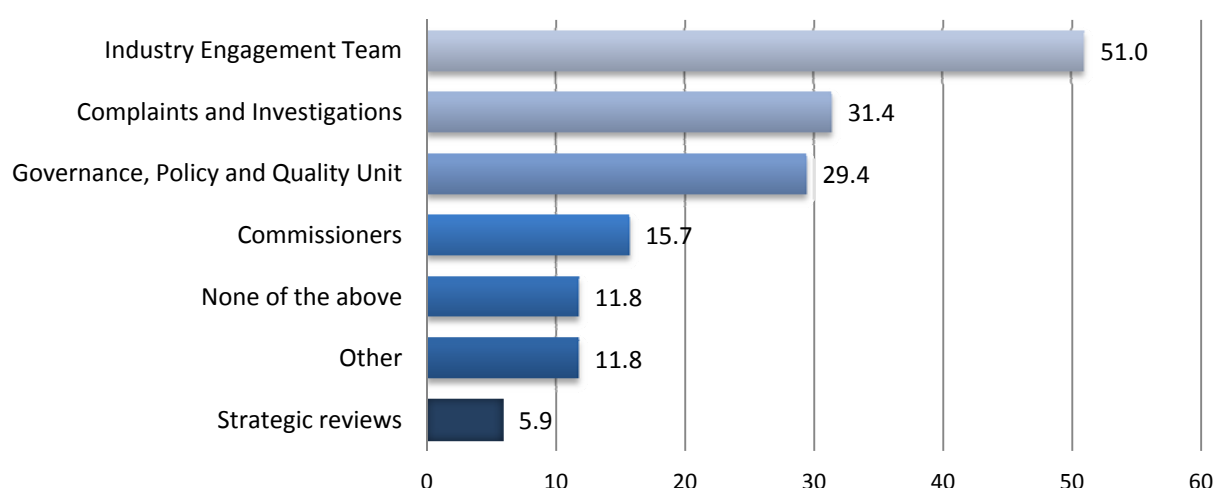
Overall, there was a majority of positive responses with 51% of rated items achieving a positive score of 75% or more of (respondents who indicated an item was *excellent* or *good* on the rating scale.) and 87% of rated items achieving 50% or more positive responses.

Stakeholder: Interacting with ASQA

When asked to indicate which areas of ASQA respondents had dealt with in the last 12 months, around half had interacted with the Industry Engagement Team (51%). See chart below. Note that 12% indicated that they had no interaction.

Stakeholder: Areas of ASQA dealt with in the last 12 months

Multiple answers allowed; % based on n=51



Stakeholder: Demonstration of ASQA's values

Respondents were asked to rate how well ASQA staff demonstrated each of its values. Independence was the highest rated value as it has been in previous years. Collaboration and transparency were the lowest rated values, also the same position as in previous years.

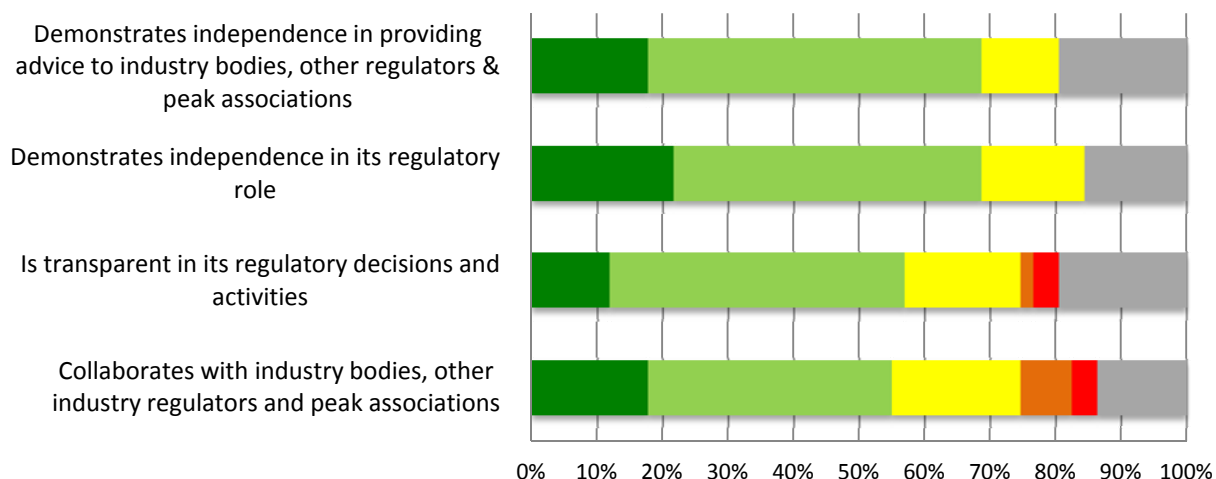
% +ve excludes don't know / no answer

STAKEHOLDER: ASQA's VALUES n=51		% +VE
Demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations		85.4
Demonstrates independence in its regulatory role		81.4
Is transparent in its regulatory decisions and activities		70.7
Collaborates with industry bodies, other industry regulators and peak associations		63.6

It is important to note the fairly high proportion of *don't know / no answer* answers in the chart below. For all four items in this topic about 14% or more respondents indicated they did not know or did not answer the question. This may be because some stakeholders had very little personal interaction with ASQA.

Stakeholder: ASQA's demonstration of its values

% of respondents choosing an answer, n=51



	Collaborates with industry bodies, other industry regulators and peak associations	Is transparent in its regulatory decisions and activities	Demonstrates independence in its regulatory role	Demonstrates independence in providing advice to industry bodies, other regulators & peak associations
■ Excellent	17.6	11.8	21.6	17.6
■ Good	37.3	45.1	47.1	51.0
■ Fair	19.6	17.6	15.7	11.8
■ Poor	7.8	2.0	0.0	0.0
■ Very poor	3.9	3.9	0.0	0.0
■ Don't know	13.7	19.6	15.7	19.6

Stakeholder: Consultation and communication

Consultation and communication was one of the lowest scoring topics in the stakeholder survey as it was in previous years. For this topic no items rated 75% positive or higher. Some of these items were asked for the first time in 2014. Stakeholders appear to be fairly negative about ASQA acting on complaints and feedback, whereas a number of RTOs have noted ASQA's responsiveness to their feedback.

% +ve excludes *don't know / no answer*

STAKEHOLDER: CONSULTATION AND COMMUNICATION n=51		% +VE
Open to hearing concerns about the quality of VET outcomes		73.7
Provides timely information to the VET sector in general about changes to regulations / general directions		68.8
Provides timely, quality advice about the VET sector to my organisation		67.4
Effectively engages with stakeholders such as my organisation		62.5
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary		61.7
Minimises the effort to get an answer to a question		51.3
Seeks feedback from stakeholders, such as my organisation, on issues that affect us		46.5

STAKEHOLDER: CONSULTATION AND COMMUNICATION n=51		% +VE
Acts on complaints received about its own performance		33.3
Acts on stakeholder feedback		33.3
Acts on complaints received about training providers		30.3

The chart below displays the frequency distribution for answer within this topic. Views for individual items vary greatly and indicate that opinions are not homogenous for this topic. The proportion of respondents that chose *don't know / no answer* varied considerably for each item. This type of answer ranges from a low of 6% to a high of 65%.

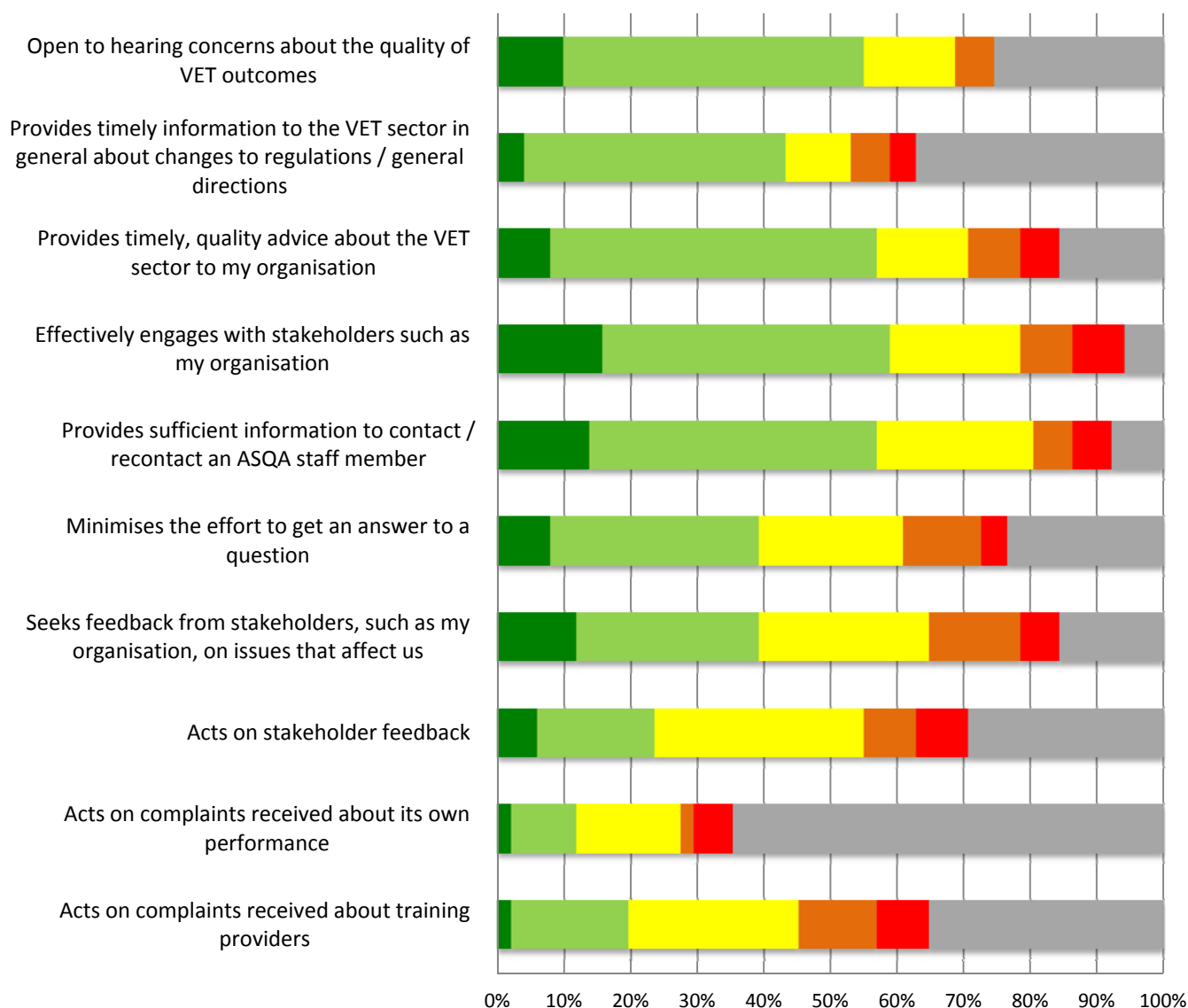
The item *Acts on complaints received about its own performance* has the highest proportion of *don't know / no answer* responses in the entire survey (65%). This may be because stakeholders have not made complaints or have no knowledge of complaints that have been made about ASQA. ASQA also may not publicise these complaints and their responses.

A total of 62% of respondents indicated that ASQA effectively engaged with their organisation—a fairly positive result. However this item also had a relatively high proportion of negative responses so there is considerable room for improvement in this area in particular.

Given the small sample size and given the high proportion of *don't know / no answer* responses across this topic, the results for the topic should be treated as somewhat indicative only.

Stakeholder: Consultation and communication

% of respondents choosing an answer, n=51



	Acts on complaints received about training providers	Acts on complaints received about its own performance	Acts on stakeholder feedback	Seeks feedback from stakeholders, such as my organisation, on issues that affect us	Minimises the effort to get an answer to a question	Provides sufficient information to contact / recontact an ASQA staff member	Effectively engages with stakeholders such as my organisation	Provides timely, quality advice about the VET sector to my organisation	Provides timely information to the VET sector in general about changes to regulations / general directions	Open to hearing concerns about the quality of VET outcomes
Excellent	2.0	2.0	5.9	11.8	7.8	13.7	15.7	7.8	3.9	9.8
Good	17.6	9.8	17.6	27.5	31.4	43.1	43.1	49.0	39.2	45.1
Fair	25.5	15.7	31.4	25.5	21.6	23.5	19.6	13.7	9.8	13.7
Poor	11.8	2.0	7.8	13.7	11.8	5.9	7.8	7.8	5.9	5.9
Very poor	7.8	5.9	7.8	5.9	3.9	5.9	7.8	5.9	3.9	0.0
Don't know / not applicable	35.3	64.7	29.4	15.7	23.5	7.8	5.9	15.7	37.3	25.5

Stakeholder: Comments on values, consultation and communication

Respondents who scored a rated item as *fair*, *poor* or *very poor* were given the opportunity to explain their response. A total of 29 respondents chose to answer. Themes included:

- No or slow response / not timely
- Poor communication / follow up on communications
- Poor investigation of complaints being lodged – process and timeliness
- Impersonal / distant / hard to find someone / right person / no local contact
- Does not engage with industry
- Ambiguous or unclear information given.

Stakeholder: Regulatory decisions

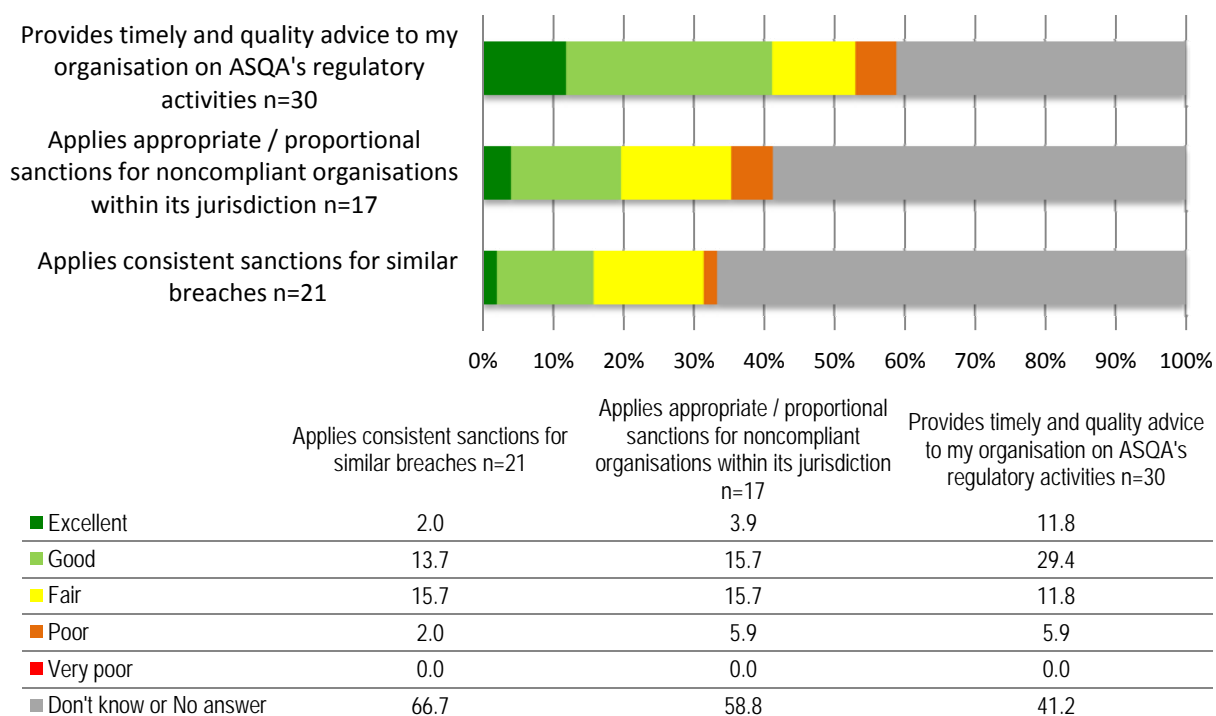
The three items within the topic of regulatory decisions had quite different results. Providing advice about regulatory decisions was rated fairly positively but the other two items were low scoring and were amongst the lowest scoring items in the stakeholder survey. However, the number of respondent who provided a rating answer to these questions was also very low (n=21 for applying appropriate sanctions and n=17 for applying consistent sanctions). Following advice received from the 2012 survey, a web link was included in the 2013 and 2014 questionnaires directing respondents to the ASQA website sanctions page. Despite the inclusion to the link, a high proportion of respondents still indicated they did not know nor had no view about sanctions. So the results about sanctions should be interpreted with considerable caution.

% +ve excludes don't know / no answer

STAKEHOLDER: REGULATORY DECISIONS n=51		% +VE
Provides timely and quality advice to my organisation on ASQA's regulatory activities		70.0
Applies consistent sanctions for similar breaches		47.1
Applies appropriate / proportional sanctions for noncompliant organisations within its jurisdiction		47.6

Stakeholder: Regulatory decisions

% of respondents choosing an answer



Stakeholder: Comments on regulatory decisions

Respondents who answered *fair*, *poor* or *very poor* to any of the items about regulatory decisions were asked to explain their answers. A total of eight respondents offered explanations. The three most commonly mentioned themes were:

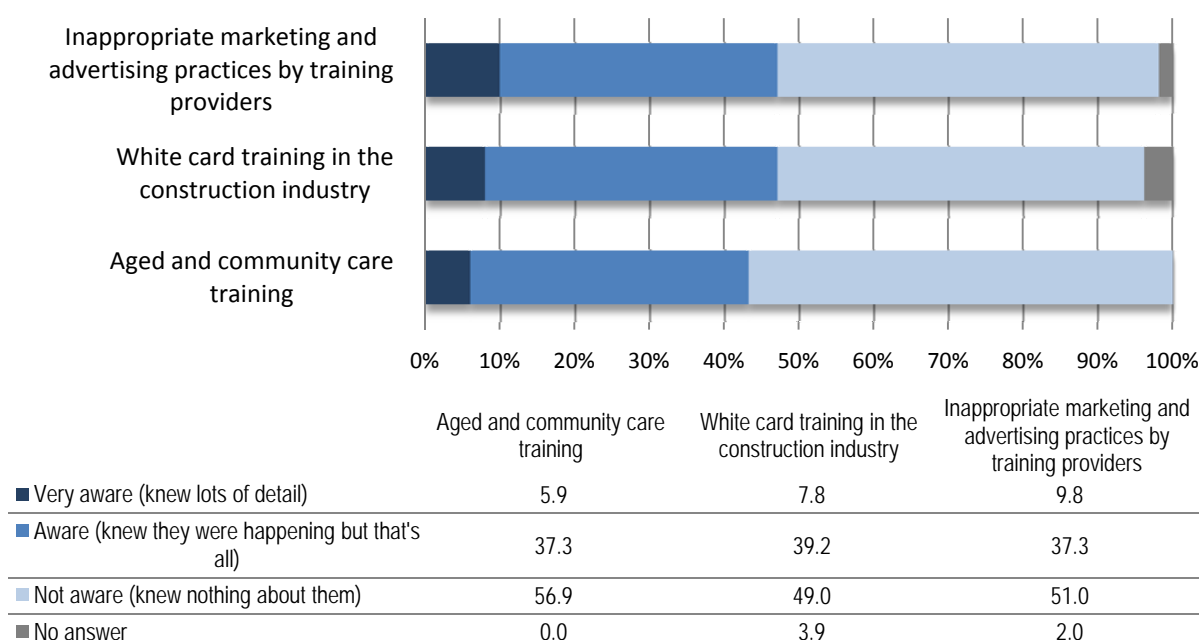
- Lack of transparency-insufficient publicly available information for stakeholders to assess how well ASQA is performing
- Follow up on poor / non-compliant RTOs is lacking or not timely
- Appeals make it difficult for ASQA to stand by regulatory decisions / sanctions.

Stakeholder: Awareness and support of strategic reviews

Respondents were asked if they were aware that ASQA had conducted three strategic reviews in 2013/14 of aspects of the VET system. Awareness was fairly evenly split—around half had a lot or little awareness while the other half had none and this applied to all three reviews. See chart below.

Stakeholder: Awareness of ASQA's strategic reviews

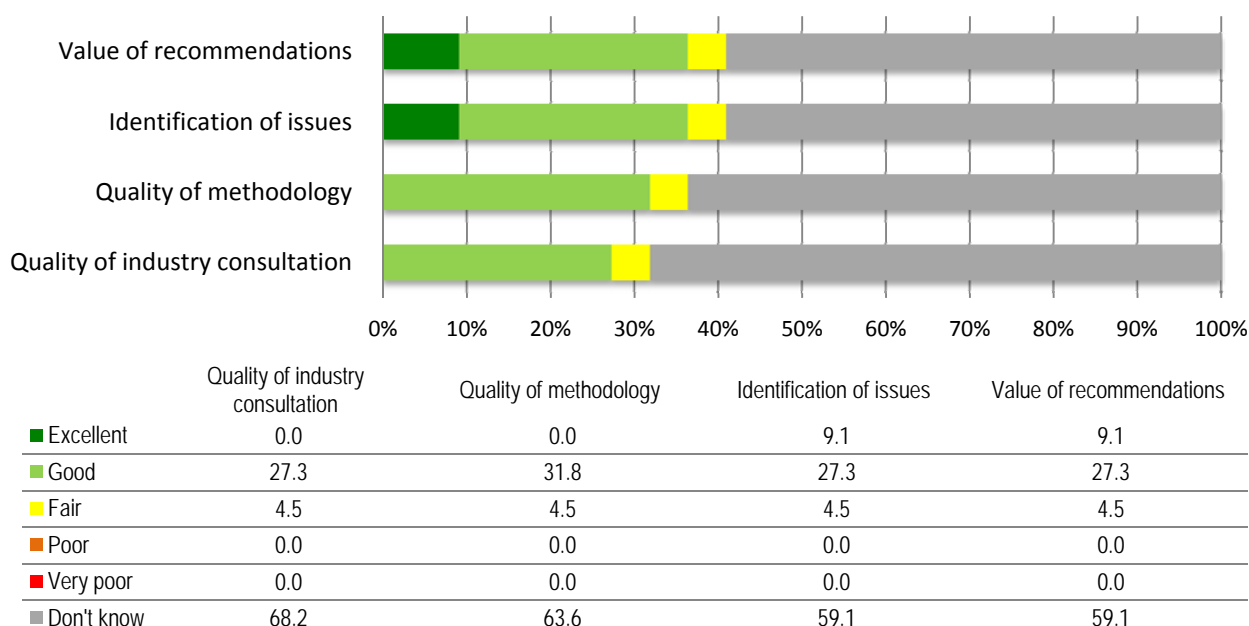
% of respondents choosing an answer, n=51



Respondents who indicated some level of awareness of a particular review were then asked to rate that review on various dimensions. The charts below show that where a respondent had a view they were nearly always positive. One interpretation of the results from these three charts is that there is little awareness within ASQA's stakeholders of the conduct and findings of the reviews. However, given the very small sample sizes, all of these results should be treated with extreme caution.

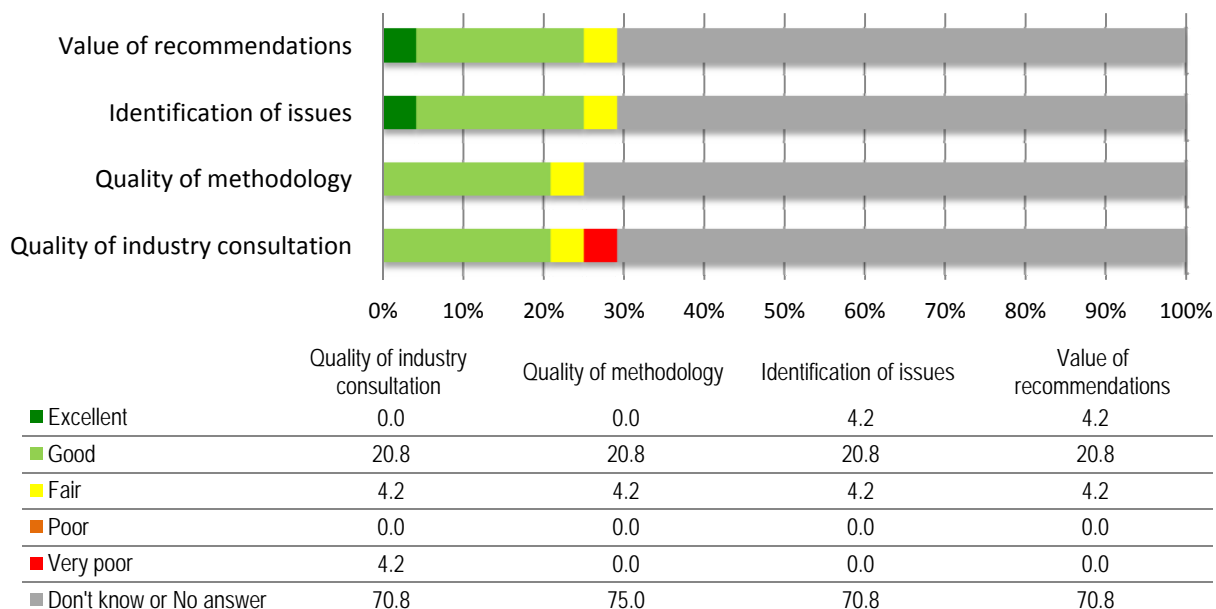
Stakeholder: ASQA's strategic review of Aged & Community Care

% of respondents choosing an answer, n=22



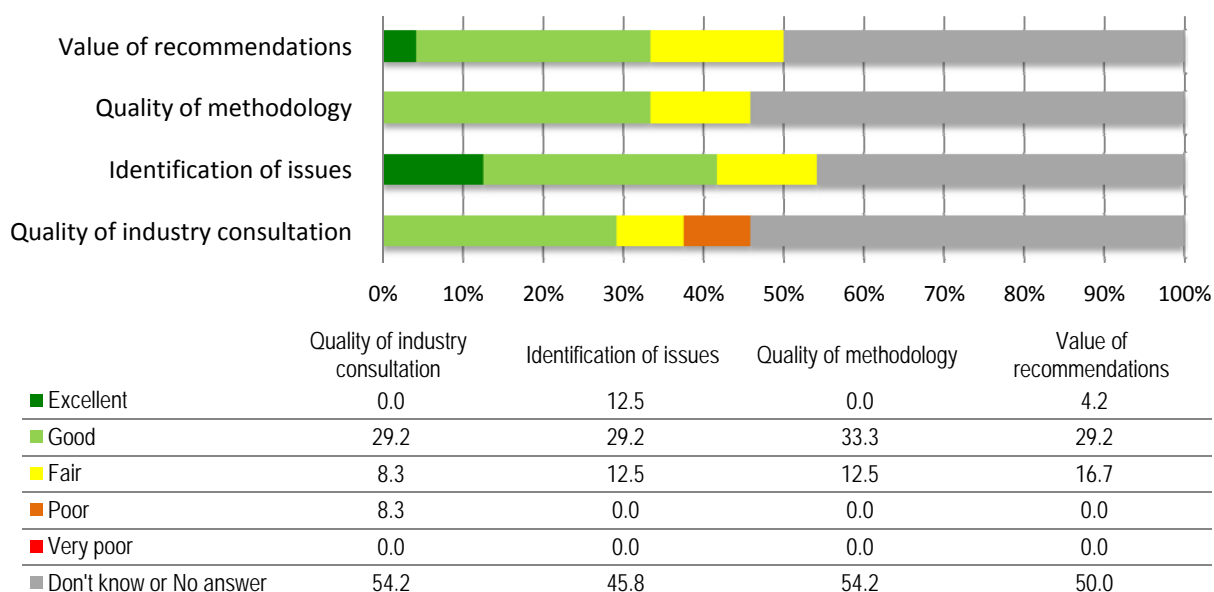
Stakeholder: ASQA's strategic review of white card training

% of respondents choosing an answer, n=24



Stakeholder: ASQA's strategic review of inappropriate marketing

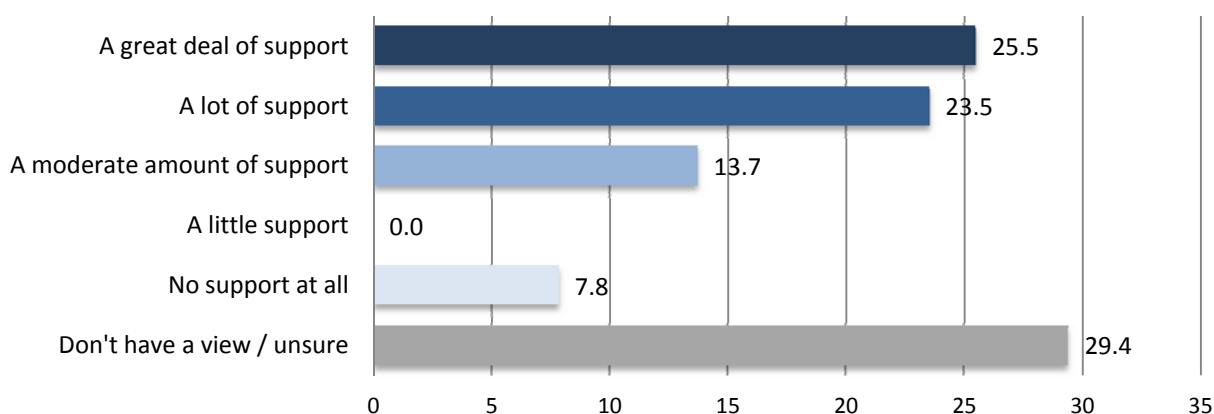
% of respondents choosing an answer, n=24



Despite lack of awareness, a majority of stakeholders (63%) had some level of support for the reviews while 8% did not support them. Around 30% did not have a view which is a considerable portion of respondents.

Stakeholder: Support for ASQA's strategic reviews

% of respondents choosing an answer, n=51



Stakeholder: Comments about strategic reviews

Eight respondents offered a comment about strategic reviews. Of this number, six indicated that the reviews were not relevant to their own industry so little time or attention had been dedicated to them. One respondent suggested that strategic reviews could be *integrated into the overall strategy for monitoring and auditing of RTOs*.

Stakeholder: ASQA staff

Six of the seven items in this topic scored above 75% positive—an excellent result—and there were very high scores for courtesy and respecting privacy/confidentiality. Courtesy and respecting privacy/confidentiality had some of the highest scores of the entire stakeholder survey and can be considered strengths for ASQA. This was a very similar result to the 2013 survey.

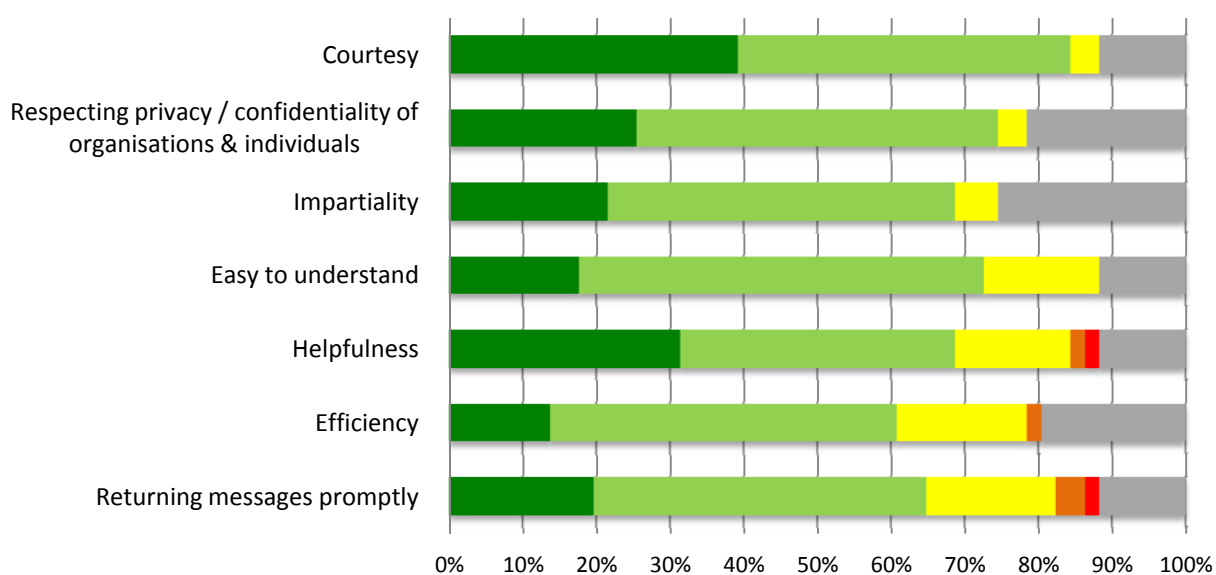
Returning messages promptly is the lowest scoring item in the topic, however it has steadily improved in each survey since 2012.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA STAFF n=51		% +VE
Courtesy		95.6
Respecting the privacy and confidentiality of organisations and individuals		95.0
Impartiality		92.1
Easy to understand		82.2
Helpfulness		77.8
Efficiency		75.6
Returning messages promptly		73.3

The frequency distribution chart below shows a strong positive response to most items—negative scores were less than 6% for any item. There were a number of *don't know / no answer* responses and this is highly likely to be related to respondents who had no or little interaction with ASQA in the 2013/14 period.

Stakeholder: ASQA staff
% of respondents choosing an answer, n=51



	Returning messages promptly	Efficiency	Helpfulness	Easy to understand	Impartiality	Respecting privacy / confidentiality of organisations & individuals	Courtesy
■ Excellent	19.6	13.7	31.4	17.6	21.6	25.5	39.2
■ Good	45.1	47.1	37.3	54.9	47.1	49.0	45.1
■ Fair	17.6	17.6	15.7	15.7	5.9	3.9	3.9
■ Poor	3.9	2.0	2.0	0.0	0.0	0.0	0.0
■ Very poor	2.0	0.0	2.0	0.0	0.0	0.0	0.0
■ Don't know or No answer	11.8	19.6	11.8	11.8	25.5	21.6	11.8

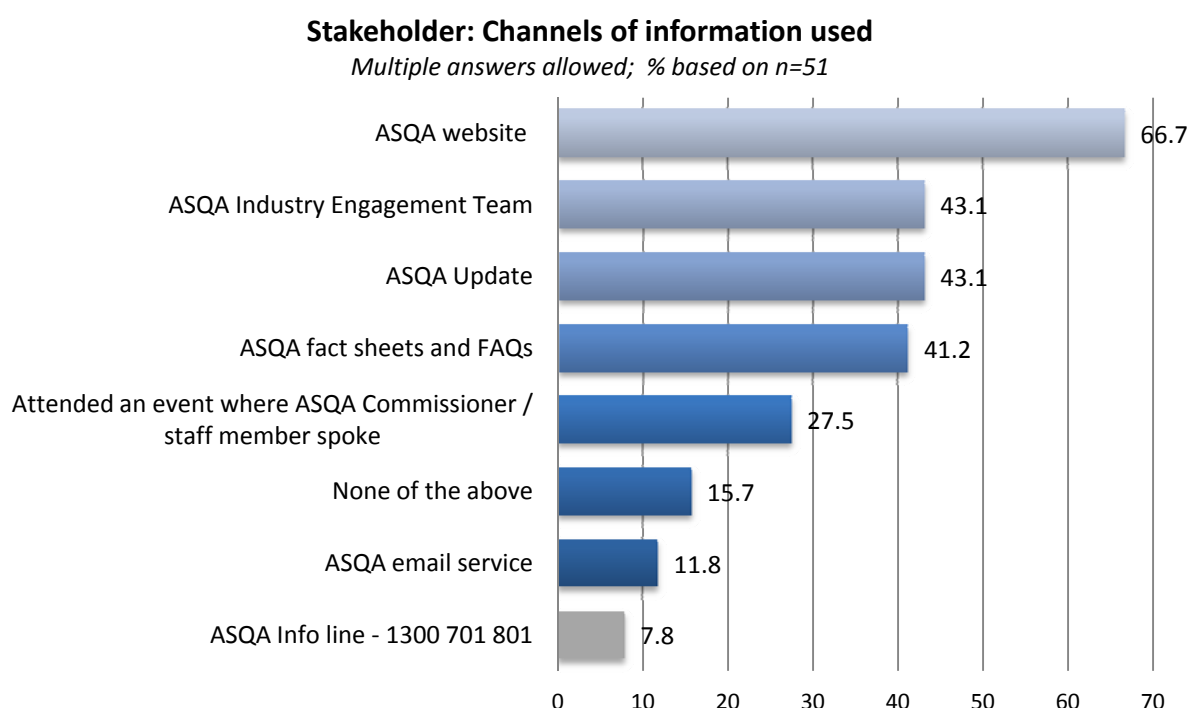
Stakeholder: Comments about ASQA staff

A total of 13 respondents offered comments about ASQA staff. The most common themes were:

- Lack of timeliness / responsiveness
- Lack of efficiency
- Responses too general or broad.

Stakeholder: Being informed about ASQA

Respondents were asked to indicate which channels of information they had used in the 2013/2014 financial year. By far the most frequently used channel was the ASQA website (67% of stakeholder respondents). See chart below. All other channels were used by less than 50% of respondents. The least commonly used was ASQA Info line and this is not surprising given the relationship this group of stakeholders is likely to have with ASQA.



Respondents who indicated they used a particular method were given the opportunity to rate it. The following series of tables and charts display the results for each channel. The sample sizes for each of the channels is small to very small and so all results should be interpreted with caution. Because of the very small samples for the email service and Info line, and to protect anonymity, no results are displayed.

Stakeholder: ASQA fact sheets and FAQs

The table below shows that all aspects of factsheets and FAQs scored well with little variation between items.

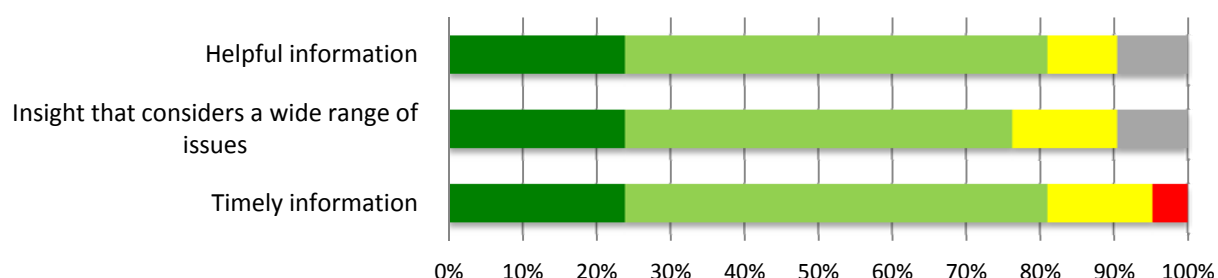
% +ve excludes don't know / no answer

STAKEHOLDER: ASQA FACT SHEETS AND FAQs n=21		% +VE
Helpful information		89.5
Insight that considers a wide range of issues		84.2
Timely information		81.0

The frequency distribution below demonstrates a strongly positive response with only one item (timeliness) receiving one negative response.

Stakeholder: ASQA factsheets and FAQs

% of respondents choosing an answer, n=21



	Timely information	Insight that considers a wide range of issues	Helpful information
■ Excellent	23.8	23.8	23.8
■ Good	57.1	52.4	57.1
■ Fair	14.3	14.3	9.5
■ Poor	0.0	0.0	0.0
■ Very poor	4.8	0.0	0.0
■ Don't know or No answer	0.0	9.5	9.5

Stakeholder: ASQA Update

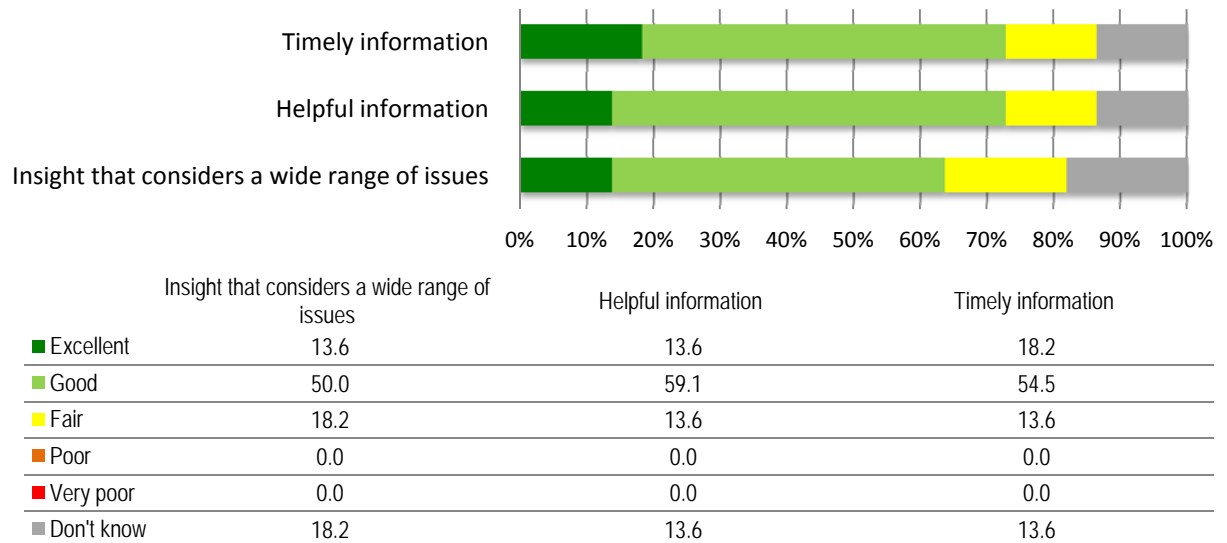
ASQA Update was very well rated, with all items achieving more than 75% positive.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA UPDATE n=22		% +VE
Helpful information		84.2
Timely information		84.2
Insight that considers a wide range of issues		77.8

Stakeholder: ASQA Update

% of respondents choosing an answer, n=22



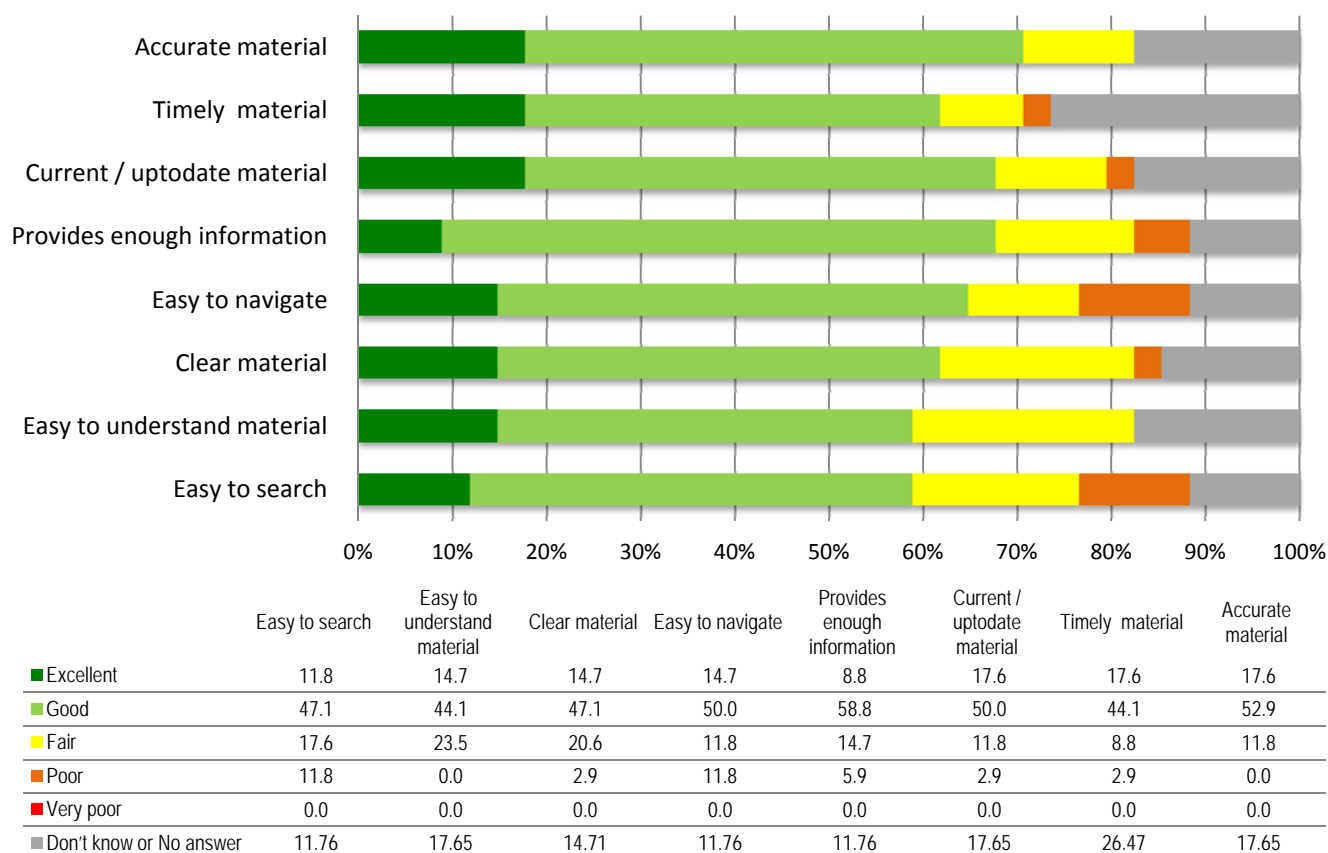
Stakeholder: ASQA website

The ASQA website was the most commonly used communication channel. Half the items scored above the 75% positive level and there were no strong negative views. Searching still needs a little more work and this result has declined slightly for stakeholders since 2013.

% +ve excludes don't know / no answer

STAKEHOLDER: ASQA WEBSITE n=34		% +VE
Accurate material		85.7
Timely material		84.0
Current / up-to-date material		82.1
Provides enough information		76.7
Easy to navigate		73.3
Clear material		72.4
Easy to understand material		71.4
Easy to search		66.7

Stakeholder: ASQA website
 % of respondents choosing an answer, n=34



Stakeholder: Speech/presentation given by Commissioner or senior staff

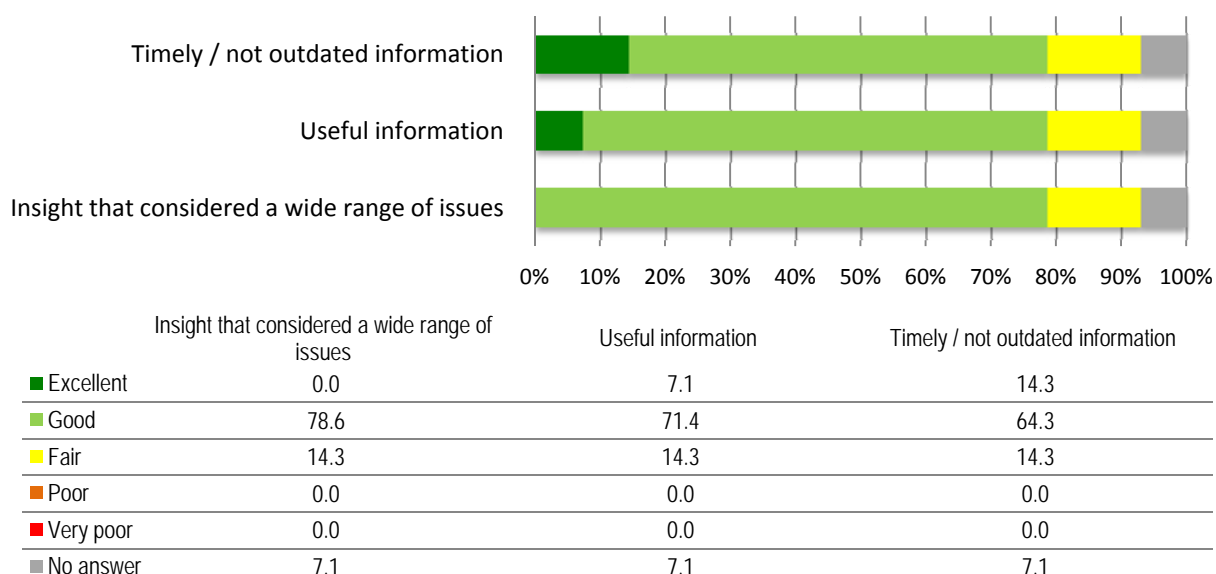
This information channel was one of the highest rated in the stakeholder survey for 2014.

% +ve excludes don't know / no answer

STAKEHOLDER: SPEECH GIVEN BY COMMISSIONER OR SENIOR STAFF n=14		% +VE
Timely not out dated information		84.6
Insight that considered a wide range of issues		84.6
Useful information		84.6

Stakeholder: Speech by ASQA Commissioner or senior staff member

% of respondents choosing an answer, n=14



Stakeholder: Industry Engagement Team

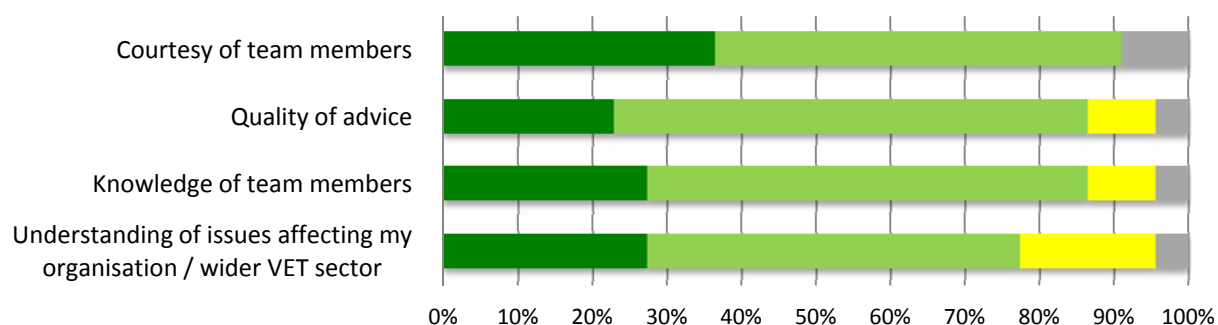
All items in the table below were highly rated. There were no negative ratings and very few *don't know / no answer* ratings. Courtesy of team members in the Industry Engagement Team is the highest rated item in the stakeholder survey as it was in 2013.

% +ve excludes don't know / no answer

STAKEHOLDER: INDUSTRY ENGAGEMENT TEAM n=22		MEAN
Courtesy of team members		100.0
Knowledge of team members		90.5
Quality of advice		90.5
Understanding of issues affecting my organisation / wider VET sector		81.0

Stakeholder: ASQA industry engagement team

% of respondents choosing an answer, n=22



	Understanding of issues affecting my organisation / wider VET sector	Knowledge of team members	Quality of advice	Courtesy of team members
■ Excellent	27.3	27.3	22.7	36.4
■ Good	50.0	59.1	63.6	54.5
■ Fair	18.2	9.1	9.1	0.0
■ Poor	0.0	0.0	0.0	0.0
■ Very poor	0.0	0.0	0.0	0.0
■ Don't know or No answer	4.55	4.55	4.55	9.09

Stakeholder: ASQA overall

Respondents were asked three overall questions about ASQA's performance on the whole. A slim majority of respondents were positive about ASQA as a good regulator—indicating that the stakeholders involved in this survey were much tougher markers than the RTOs involved.

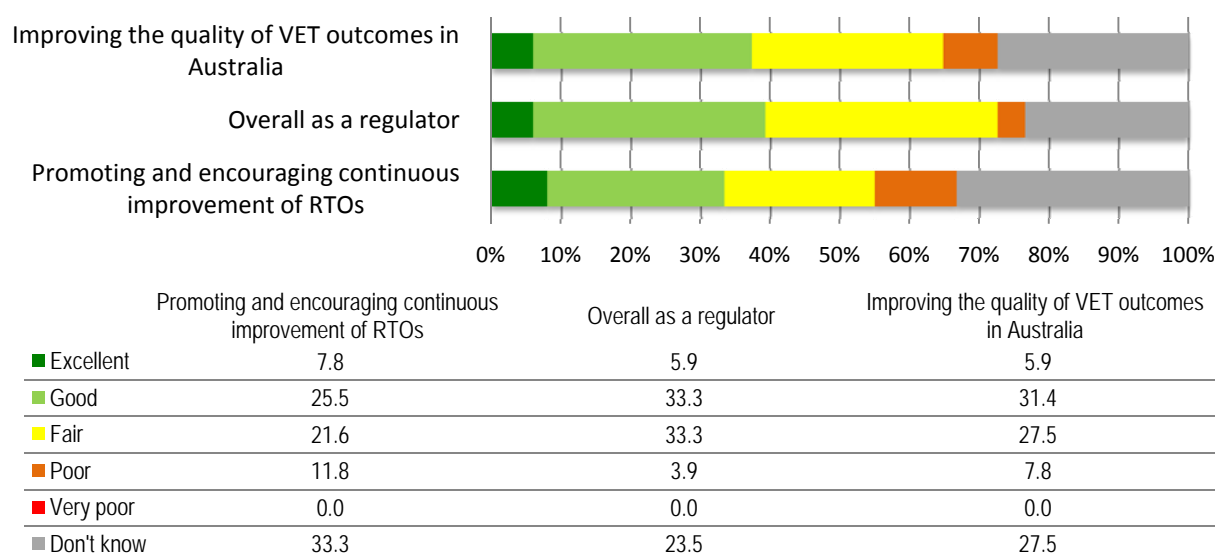
The scores in the table below decreased considerably since 2013, but we believe that a quite different set of respondents may have responded in 2014.

% +ve excludes don't know / no answer.

STAKEHODLER: ASQA OVERALL n=51	% +VE
Improving the quality of VET outcomes in Australia	51.4
Overall as a regulator	51.3
Promoting and encouraging continuous improvement of RTOs	50.0

Stakeholder: ASQA overall

% of respondents choosing an answer, n=51



Stakeholder: What ASQA needs to improve

When asked what ASQA needed to improve, 27 respondents offered suggestions. Commonly mentioned themes are provided below.

- Taking a stronger line about enforcement / compliance
- Visibility – education and communication
- Engagement with stakeholders and RTOs needs improvement
- ASQA needs to work with other regulators to reduce duplication
- ASQA needs a greater understating of the industry
- Investigative processes need improvement / they should not be so reliant on audits

Stakeholder: What ASQA does well and should continue doing

A total of 16 respondents commented on what ASQA does well. There were four commonly mentioned themes:

- Informed and helpful staff
- Good to have single / national regulator
- Engagement with industry and other regulators is good
- Compliance and enforcement.

Stakeholder year comparison

Keeping in mind the small sample and the confidence interval of $\pm 11\%$ (the margin of error when reading any numbers relating to stakeholder results), the year comparison presented in the table below shows very little movement in stakeholder sentiment about ASQA, except in the areas of overall performance, sanctions and acting on stakeholder feedback. The latter two have declined considerably since 2013.

No significant testing was conducted on these results because of the small sample sizes.

TOPIC	ITEM	2014 % +VE	2013 % +VE	\pm
Values	Demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations	85.4	73.1	12.2
Values	Is transparent in its regulatory decisions and activities	70.7	62.9	7.8
Staff	Efficiency	75.6	69.3	6.3
Consultation and communication	Minimises the effort to get an answer to a question	51.3	45.9	5.4
Factsheets	Insight that considers a wide range of issues	84.2	80.0	4.2
Industry engagement team	Understanding of issues affecting my organisation / wider VET sector	81.0	76.9	4.0
Staff	Easy to understand	82.2	78.3	3.9
Staff	Returning messages promptly	73.3	69.6	3.7
Industry engagement team	Quality of advice	90.5	87.2	3.3
Values	Collaborates with industry bodies, other industry regulators and peak associations	63.6	60.5	3.1
Industry engagement team	Courtesy of team members	100.0	97.4	2.6
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	61.7	60.0	1.7
Staff	Courtesy	95.6	94.0	1.6
Website	Timely material	84.0	82.5	1.5
Industry engagement team	Knowledge of team members	90.5	89.5	1.0
Consultation and communication	Open to hearing concerns about the quality of VET outcomes	73.7	73.0	0.7
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	68.8	69.0	-0.2
Consultation and communication	Provides timely, quality advice about the VET sector to my organisation	67.4	68.8	-1.3
Website	Accurate material	85.7	87.0	-1.3
Regulatory decisions	Provides timely and quality advice to my organisation on ASQA's regulatory activities	70.0	71.4	-1.4
Website	Current / up-to-date material	82.1	83.9	-1.8
Staff	Impartiality	92.1	93.9	-1.8

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Staff	Respecting the privacy and confidentiality of organisations and individuals	95.0	97.0	-2.0
Update	Insight that considers a wide range of issues	77.8	80.0	-2.2
Speech	Insight that considered a wide range of issues	84.6	87.1	-2.5
Consultation and communication	Effectively engages with stakeholders such as my organisation	62.5	65.9	-3.4
Factsheets	Helpful information	89.5	93.0	-3.5
Website	Provides enough information	76.7	81.3	-4.6
Website	Clear material	72.4	78.0	-5.6
Speech	Useful information	84.6	90.3	-5.7
Website	Easy to navigate	73.3	79.7	-6.4
Staff	Helpfulness	77.8	84.3	-6.6
Website	Easy to understand material	71.4	78.1	-6.7
Website	Easy to search	66.7	74.1	-7.5
Values	Demonstrates independence in its regulatory role	81.4	89.6	-8.2
Consultation and communication	Acts on complaints received about its own performance	33.3	41.9	-8.6
Speech	Timely / not outdated information	84.6	93.3	-8.7
Update	Timely information	84.2	96.9	-12.7
Overall	Promoting and encouraging continuous improvement of RTOs	50.0	62.9	-12.9
Overall	Improving the quality of VET outcomes in Australia	51.4	64.9	-13.5
Factsheets	Timely information	81.0	95.1	-14.2
Update	Helpful information	84.2	100.0	-15.8
Regulatory decisions	Applies appropriate / proportional sanctions for noncompliant organisations within its jurisdiction	47.6	63.4	-15.8
Overall	Overall as a regulator	51.3	67.5	-16.3
Consultation and communication	Seeks feedback from stakeholders, such as my organisation, on issues that affect us	46.5	67.1	-20.6
Consultation and communication	Acts on stakeholder feedback	33.3	56.9	-23.6
Regulatory decisions	Applies consistent sanctions for similar breaches	47.1	71.9	-24.8
Consultation and communication	Acts on complaints received about training providers	30.3	56.6	-26.3

RTO and stakeholder comparison

This section outlines the findings for comparable items in the RTO and stakeholder surveys—it compares the 23 items that were exactly the same in both surveys. See table below.

No statistical comparisons have been conducted on the two sets of data because the sample sizes are very different. At most 51 stakeholders and 2255 RTOs completed questions about consultation and communication and ASQA's overall performance. For all other items, response numbers vary and were dependent on a respondents' indicated use of a particular service or channel. A very small number of stakeholders used Info line and ASQA's email service in 2013/14, so these were not included for confidentiality purposes.

In terms of any consultation and communication activity or channel, stakeholders and RTOs had similar results when considering the margins of error (confidence intervals) involved with the surveys. However, stakeholders were much more negative about ASQA's overall performance when compared with RTOs on the same questions.

% positive excludes don't know / no answer

TOPIC	COMPARABLE ITEM	STAKE-HOLDER % VE n=51 max	RTO % VE n=2255 max
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	68.8	74.2
Consultation and communication	Minimises the effort to get an answer to a question	51.3	58.0
Consultation and communication	Provides sufficient contact information so that I or my organisation can contact / re-contact an ASQA staff member if necessary	61.7	62.9
Factsheets	Timely information	81.0	88.6
Factsheets	Helpful information	89.5	88.1
Factsheets	Insight that considers a wide range of issues	84.2	80.6
Update	Timely information	84.2	88.2
Update	Helpful information	84.2	87.7
Update	Insight that considers a wide range of issues	77.8	83.1
Website	Easy to navigate	73.3	74.4
Website	Easy to search	66.7	69.9
Website	Provides enough information	76.7	76.7
Website	Easy to understand material	71.4	75.8
Website	Clear material	72.4	74.1
Website	Accurate material	85.7	86.3
Website	Current / up-to-date material	82.1	86.4
Website	Timely material	84.0	84.1
Speech	Insight that considered a wide range of issues	84.6	79.0
Speech	Useful information	84.6	80.1
Speech	Timely / not outdated information	84.6	80.2
Overall	Improving the quality of VET outcomes in Australia	51.4	67.6
Overall	Promoting and encouraging continuous improvement of RTOs	50.0	70.1
Overall	Overall as a regulator	51.3	68.0

Conclusions

About RTO feedback

- ASQA's improvement efforts and its willingness to listen and act on RTO feedback has been noted by many RTOs. They appreciate the difference and want improvements to continue.
- There has been a noticeable improvement in RTO's perceptions of ASQA's speed of response to nearly everything, its helpfulness and staff knowledge.
- There have been significant and large improvements in using ASQAnet since 2013 especially with high volume applications. However, there is still room to have more automated activities on ASQAnet, like giving alerts about expirations and including CRICOS applications.
- ASQA is doing a good job in disseminating useful and timely information, particularly in the form of fact sheets and *ASQA Update*. ASQA is pushing out information that RTOs want. However, many still want more of it; for it to be easier to read; and they want it to be more personalised--specific to their industry, for example.
- While there have been small numeric improvements with website scores, there were very few complaints within open-ended comments—a strong contrast to 2013.
- However, all of the improvements in ASQA's customer service have made no difference to RTOs' overall perception of ASQA's performance as a regulator. Despite this, there is strong support for ASQA's role. Some want ASQA to be even tougher: to remove all the "cowboys" from the VET sector which in their view has not yet happened.
- Many RTOs still desire more personalised service, to have a stable ongoing relationship with an ASQA staff member/s. Adding to this, many ASQA staff are still giving general advice and are not prepared to be specific or definitive with advice. RTOs seek this guidance and a number have requested more face-to-face sessions, be they through social media or simply workshops / presentations.
- It is possible that where RTOs have a stronger, more personal and/or more ongoing relationship with ASQA that their overall perceptions of ASQA's performance may also change.

About stakeholder feedback

Given that the response sample was indicative only, it is difficult to draw firm conclusions. It appears that little has changed in their views of ASQA in terms of daily interactions and communication. Factsheets, *ASQ Update* and speeches / presentations are strongly appreciated.

Those stakeholders that did response were fairly critical of ASQA's overall performance. It has declined in their view. Generally, they want ASQA to be a stronger enforcer of compliance.

Attachment 1: RTO and stakeholder year differences by topic

RTO differences by topic

Yellow indicates statistically significant difference at $p < 0.05$ level (95% confidence level).

% positive excludes don't know / no answer

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Initial RTO Registration	Any follow up assistance that was required	61.9	53.7	8.2
Initial RTO Registration	The time ASQA took to act on the application	41.3	38.5	2.8
Initial RTO Registration	Helpfulness of information about making applications on ASQA's website	58.9	58.7	0.2
Initial RTO Registration	ASQA's application form was clear and easy to understand	70.6	71.0	-0.4
Initial CRICOS registration	Any follow up assistance that was required	75.0	45.5	29.5
Initial CRICOS registration	The time ASQA took to act on the application	58.3	30.0	28.3
Initial CRICOS registration	Helpfulness of information about making applications on ASQA's website	73.9	54.5	19.4
Initial CRICOS registration	ASQA's application form was clear and easy to understand	75.0	72.7	2.3
Renew RTO registration	The time ASQA took to act on the application	68.0	48.3	19.7
Renew RTO registration	Any follow up assistance that was required	72.4	55.3	17.1
Renew RTO registration	Helpfulness of information about making applications on ASQA's website	71.1	58.9	12.2
Renew RTO registration	ASQA's application form was clear and easy to understand	81.7	73.2	8.5
Renew CRICOS registration	The time ASQA took to act on the application	52.7	36.4	16.3
Renew CRICOS registration	Any follow up assistance that was required	60.2	44.8	15.4
Renew CRICOS registration	Helpfulness of information about making applications on ASQA's website	61.7	51.3	10.4
Renew CRICOS registration	ASQA's application form was clear and easy to understand	68.6	62.9	5.7
Change scope RTO registration	The time ASQA took to act on the application	76.5	45.3	31.2
Change scope RTO registration	Any follow up assistance that was required	74.3	55.1	19.2
Change scope RTO registration	Helpfulness of information about making applications on ASQA's website	74.4	63.6	10.8
Change scope RTO registration	ASQA's application form was clear and easy to understand	85.4	76.6	8.8
Change scope CRICOS	Any follow up assistance that was required	64.8	43.1	21.8
Change scope CRICOS	The time ASQA took to act on the application	55.7	35.2	20.6
Change scope CRICOS	Helpfulness of information about making applications on ASQA's website	64.6	50.0	14.6
Change scope CRICOS	ASQA's application form was clear and easy to understand	72.4	66.5	5.9
Other applications	Any follow up assistance that was required	81.8	48.7	33.1
Other applications	The time ASQA took to act on the application	77.4	44.4	33.0
Other applications	Helpfulness of information about making applications on ASQA's website	73.3	43.2	30.1
Other applications	ASQA's application form was clear and easy to understand	85.3	57.8	27.5
Reconsider decision	The time ASQA took to act on your application	45.9	29.6	16.3

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Reconsider decision	Any follow up assistance that was required	42.4	32.4	9.9
Reconsider decision	Helpfulness of information about making these types of applications on ASQA's website	40.8	32.9	7.9
Pay a fee or charge	Any follow up assistance that was required	77.6	69.0	8.6
Pay a fee or charge	Options available to make a payment	86.5	81.7	4.8
Pay a fee or charge	Ease of making a payment	88.8	84.5	4.3
Change / update details	Any follow up assistance that was required	66.7	61.3	5.4
Change / update details	Quality of instructions provided	74.9	70.8	4.1
Change / update details	Ease of updating / changing our details	68.3	65.2	3.2
Consultation and communication	Provides sufficient contact information to re-contact	62.9	57.8	5.1
Consultation and communication	Minimises the effort to get an answer to a question	58.0	53.4	4.5
Consultation and communication	Provides timely information to the VET sector in general about changes to regulations / general directions	74.2	73.4	0.8
ASQA fact sheets	Insight that considers a wide range of issues	80.6	76.2	4.4
ASQA fact sheets	Helpful information	88.1	85.7	2.4
ASQA fact sheets	Timely information	88.6	86.2	2.4
ASQA Update	Insight that considers a wide range of issues	83.1	77.4	5.7
ASQA Update	Helpful information	87.7	84.1	3.6
ASQA Update	Timely information	88.2	84.7	3.6
ASQAnet	Ability to complete the task required	84.1	75.0	9.1
ASQAnet	Clarity of instructions	80.2	71.2	9.0
ASQAnet	Ease of navigation	82.3	77.1	5.2
ASQAnet	Ease of access	89.0	85.7	3.3
ASQA Info line	Knowledge of staff answering	61.9	55.4	6.5
ASQA Info line	Speed of answering	84.3	78.4	6.0
ASQA Info line	Complete answers (did not have to call back)	61.2	55.8	5.4
ASQA Info line	Courtesy of staff answering	82.5	80.0	2.5
ASQA email service	Speed of answering	73.3	61.9	11.4
ASQA email service	Knowledge of staff answering	73.3	65.1	8.2
ASQA email service	Complete answers (did not have to email back)	66.7	59.0	7.7
ASQA email service	Courtesy of staff answering	86.2	80.6	5.6
ASQA website	Accurate material	86.3	82.6	3.7
ASQA website	Timely material	84.1	81.0	3.1
ASQA website	Provides enough information	76.7	73.7	3.0
ASQA website	Easy to understand material	75.8	73.6	2.2
ASQA website	Current / up-to-date material	86.4	84.3	2.1
ASQA website	Easy to navigate	74.4	72.7	1.7
ASQA website	Clear material	74.1	72.6	1.5
ASQA website	Easy to search	69.9	68.6	1.3
Speech or presentation	Insight that considered a wide range of issues	79.0	77.4	1.5
Speech or presentation	Useful information	80.1	78.6	1.5
Speech or presentation	Timely / not dated information	80.2	81.8	-1.6
Overall	Overall as a regulator	68.0	65.8	2.2
Overall	Promoting and encouraging continuous improvement of RTOs	70.1	70.2	-0.1

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Overall	Improving the quality of VET outcomes in Australia	67.6	68.8	-1.3

Stakeholder differences by topic

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Values	Demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations	85.4	73.1	12.2
Values	Demonstrates independence in its regulatory role	81.4	89.6	-8.2
Values	Is transparent in its regulatory decisions and activities	70.7	62.9	7.8
Values	Collaborates with industry bodies, other industry regulators and peak associations	63.6	60.5	3.1
Consultation & communication	Seeks feedback from stakeholders, such as my organisation, on issues that affect us	46.5	67.1	-20.6
Consultation & communication	Acts on stakeholder feedback	33.3	56.9	-23.6
Consultation & communication	Acts on complaints received about training providers	30.3	56.6	-26.3
Consultation & communication	Acts on complaints received about its own performance	33.3	41.9	-8.6
Consultation & communication	Open to hearing concerns about the quality of VET outcomes	73.7	73.0	0.7
Consultation & communication	Effectively engages with stakeholders such as my organisation	62.5	65.9	-3.4
Consultation & communication	Provides timely information to the VET sector in general about changes to regulations / general directions	68.8	69.0	-0.2
Consultation & communication	Minimises the effort to get an answer to a question	51.3	45.9	5.4
Consultation & communication	Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	61.7	60.0	1.7
Consultation & communication	Provides timely, quality advice about the VET sector to my organisation	67.4	68.8	-1.3
Regulatory decisions	Applies appropriate / proportional sanctions for noncompliant organisations within its jurisdiction	47.6	63.4	-15.8
Regulatory decisions	Applies consistent sanctions for similar breaches	47.1	71.9	-24.8
Regulatory decisions	Provides timely and quality advice to my organisation on ASQA's regulatory activities	70.0	71.4	-1.4
Staff	Courtesy	95.6	94.0	1.6
Staff	Helpfulness	77.8	84.3	-6.6
Staff	Efficiency	75.6	69.3	6.3
Staff	Respecting the privacy and confidentiality of organisations and individuals	95.0	97.0	-2.0
Staff	Impartiality	92.1	93.9	-1.8
Staff	Returning messages promptly	73.3	69.6	3.7

TOPIC	ITEM	2014 % +VE	2013 % +VE	±
Staff	Easy to understand	82.2	78.3	3.9
Factsheets	Timely information	81.0	95.1	-14.2
Factsheets	Helpful information	89.5	93.0	-3.5
Factsheets	Insight that considers a wide range of issues	84.2	80.0	4.2
Update	Timely information	84.2	96.9	-12.7
Update	Helpful information	84.2	100.0	-15.8
Update	Insight that considers a wide range of issues	77.8	80.0	-2.2
Website	Easy to navigate	73.3	79.7	-6.4
Website	Easy to search	66.7	74.1	-7.5
Website	Provides enough information	76.7	81.3	-4.6
Website	Easy to understand material	71.4	78.1	-6.7
Website	Clear material	72.4	78.0	-5.6
Website	Accurate material	85.7	87.0	-1.3
Website	Current / up to date material	82.1	83.9	-1.8
Website	Timely material	84.0	82.5	1.5
Speech or presentation	Insight that considered a wide range of issues	84.6	87.1	-2.5
Speech or presentation	Useful information	84.6	90.3	-5.7
Speech or presentation	Timely / not outdated information	84.6	93.3	-8.7
Industry engagement team	Understanding of issues affecting my organisation / wider VET sector	81.0	76.9	4.0
Industry engagement team	Quality of advice	90.5	87.2	3.3
Industry engagement team	Knowledge of team members	90.5	89.5	1.0
Industry engagement team	Courtesy of team members	100.0	97.4	2.6
Overall	Improving the quality of VET outcomes in Australia	51.4	64.9	-13.5
Overall	Promoting and encouraging continuous improvement of RTOs	50.0	62.9	-12.9
Overall	Overall as a regulator	51.3	67.5	-16.3

Attachment 2: questionnaires used in web surveys

This attachment includes both the RTO and Stakeholder surveys.

Data Dictionary - ASQA RTO survey 2014

Created: 11/08/2014

Interacting with ASQA as a training provider or course owner

Which best describes you or your organisation?

- ☐ Government owned /public training provider
- ☐ Private training provider
- ☐ Enterprise training provider
- ☐ Community-based training provider
- ☐ Other

Please specify

Approximately how many unique student enrolments did your organisation have across all the different Australian Qualification Framework (AQF) training programs you offered during financial year 2013/14?

Programs could include short courses, day courses, full qualification programs, etc.

- ☐ 1-50
- ☐ 51-200
- ☐ 201-500
- ☐ More than 500

What types of interactions did your organisation have with ASQA in 2013/14 **about regulatory issues**?

Select all that apply

- ☐ My organisation made an application to ASQA - includes registering as a new training provider, initial course accreditation, renewing a registration or course accreditation, or changing / amending the scope of an existing registration or course.
- ☐ My organisation was subject to an ASQA compliance audit *Note: ASQA audits are out of scope for this survey. ASQA collects feedback from organisations that have been audited separately. Please exclude any reference to audits from your answers.*
- ☐ My organisation applied to have an ASQA decision reconsidered
- ☐ My organisation paid fees to ASQA
- ☐ My organisation changed / updated its business details, including course owner details
- ☐ My organisation contacted ASQA to enquire about a regulatory issue
- ☐ None of the above

Type/s of application

What type of application did your organisation make to ASQA in 2013/14?

Select all that apply

- ☐ Initial VET registration
- ☐ Initial course accreditation
- ☐ Initial CRICOS registration
- ☐ Initial ELICOS registration
- ☐ Renewal of RTO registration

☐ Renewal of course accreditation

☐ Renewal of CRICOS registration

☐ Renewal of ELICOS registration

☐ Change of scope of RTO registration

☐ Accredited course amendment

☐ Change of scope of CRICOS registration

☐ Change of scope of ELICOS registration

☐ Other

Please specify

ASQA's interaction with you

When applying for your initial RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying for your initial course accreditation, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided about the progress of application processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASQA's evaluation report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying for your initial CRICOS registration, please rate ASQA's performance on the following aspects:

Don't know

	Excellent	Good	Fair	Poor	Very poor	or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying for your initial ELICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When renewing your RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When renewing your course accreditation, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided about the progress of application processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASQA's evaluation report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When renewing your CRICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When renewing your ELICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying to change the scope of your RTO registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was						

required

When applying for an amendment to an accredited course, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information provided about the progress of application processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ASQA's evaluation report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In relation to course accreditation, please rate ASQA's Accreditation Assessor / team on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Objectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisational skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you could change any aspect of the course accreditation evaluation process, what are your suggestions?

Please provide any other comments you may have about the conduct of your course accreditation evaluation.

When applying to change the scope of your CRICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying to change the scope of your ELICOS registration, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When making this application, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
ASQA's application form was clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time ASQA took to act on the application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When applying to have an ASQA decision reconsidered, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
The time ASQA took to act on your application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of information about making these types of applications on ASQA's website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In paying a fee or charge, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Clarity of ASQA's invoice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Options available to make a payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of making a payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When changing or updating your organisation's business details or your course owner details, please rate ASQA's performance on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know or not applicable
Quality of instructions provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of updating / changing our details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any follow-up assistance that was required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Consultation and communication

Please rate ASQA's performance on each of the following items:

	Excellent	Good	Fair	Poor	Very poor	Don't know / not applicable
Provides timely information to the VET sector in general about changes to regulations / general directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minimises the effort to get an answer to a question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is your preferred way of accessing information on compliance requirements?

Select all that apply.

- ☐ ASQA website
- ☐ ASQA Update - ASQA's digital newsletter
- ☐ Online video
- ☐ Face-to-face workshop

You indicated in one or more of your answers that ASQA's performance was fair, poor or very poor. Please indicate why you have chosen this answer/s.

Being informed by ASQA

During the 2013/14 financial year, please indicate which of the following you have used.

Select all that apply

- ☐ ASQA fact sheets and frequently asked questions (FAQs)
- ☐ ASQA Update - ASQA's digital newsletter
- ☐ ASQA online information videos including the ASQA YouTube channel
- ☐ ASQA website <http://www.asqa.gov.au>
- ☐ ASQAnet
- ☐ ASQA Info line - 1300 701 801
- ☐ ASQA email service - enquiries@asqa.gov.au
- ☐ Attended an event at which an ASQA Commissioner or staff member spoke
- ☐ None of the above

Performance ratings

Please rate ASQA's fact sheets and FAQs on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insight that considers a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve its fact sheets and FAQs?

Please rate ASQA Update on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insight that considers a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA Update improve?

Please rate ASQA's online information videos on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Usefulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to access locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could the online information videos improve?

Please rate ASQAnet on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Ease of access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to complete the task required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQAnet improve?

Approximately, how many times in the 2013/2014 financial year have you contacted the ASQA Info line (1300 701 801)?

- ☐ Once or twice
- ☐ 3-10 times
- ☐ 11-30 times
- ☐ More than 30 times

What information did you have difficulty finding which resulted in you calling the Info Line?

Please rate ASQA's Info line on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete answers (did not have to call back)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA Info line improve?

Approximately, how many times in the 2013/2014 financial year have you used the ASQA email service (enquiries@asqa.gov.au)?

- ☐ Once or twice
- ☐ 3-10 times
- ☐ 11-30 times
- ☐ More than 30 times

What information did you have difficulty finding which resulted in using this service?

Please rate ASQA's email service on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete answers (did not have to email back)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA's email service improve?

Please rate ASQA's website on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides enough information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to understand material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurate material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current / up-to-date material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA's website improve?

Please rate speeches / presentations given by the ASQA Commissioner or senior staff member on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Insight that considered a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely / not dated information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA's staff member speeches or presentation improve?

Any comments about ASQA's information, systems or service channels?

Overall

Thinking of all its activities, please rate ASQA' performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Improving the quality of VET outcomes in Australia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting and encouraging continuous improvement of RTOs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall as a regulator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please offer your overall ideas about these two questions.

What does ASQA need to improve?

What does ASQA do well that it should continue doing?

Data Dictionary - ASQA Stakeholder Survey 2014

Created: 11/08/2014

Interacting with ASQA as a stakeholder

Which areas of ASQA have you, personally, dealt with in the last 12 months?

You can select more than one area.

- ☐ Complaints and Investigations
- ☐ Industry Engagement Team
- ☐ Strategic reviews
- ☐ Governance, Policy and Quality Unit
- ☐ Commissioners
- ☐ Other
- ☐ None of the above

Please rate ASQA as a whole on how well it demonstrates each of its values.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Demonstrates independence in its regulatory role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates independence in providing advice to industry bodies such as industry skills councils, other regulators and peak associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is transparent in its regulatory decisions and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborates with industry bodies, other industry regulators and peak associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Consultation and communication

Please rate ASQA's performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know / not applicable
Seeks feedback from stakeholders, such as my organisation, on issues that affect us	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acts on stakeholder feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acts on complaints received about its own performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acts on complaints received about training providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open to hearing concerns about the quality of VET outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Effectively engages with stakeholders such as my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides timely information to the VET sector in general about changes to regulations / general directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minimises the effort to get an answer to a question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides sufficient contact information so that I or my organisation can contact / recontact an ASQA staff member if necessary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides timely, quality advice about the VET sector to my organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You indicated in one or more of your answers above that ASQA's performance was fair, poor or very poor. Please indicate why you have chosen this answer/s.

Regulatory decisions

Please rate ASQA's performance on each of the following items.

The below questions make reference to sanctions. For more information on sanctions please [click here](#).

	Excellent	Good	Fair	Poor	Very poor	Don't know
Applies appropriate / proportional sanctions for non-compliant organisations within its jurisdiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applies consistent sanctions for similar breaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides timely and quality advice to my organisation on ASQA's regulatory activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You indicated in one or more of your answers above that ASQA's performance was fair, poor or very poor. Please indicate why you have chosen this answer/s.

Strategic reviews

In regulating Australia's vocational education sector, ASQA continually assesses risks presented by RTOs, courses, qualifications and the VET system. Where system risks are identified, ASQA seeks to prevent damage to the VET sector by comprehensively reviewing these training areas or issues.

Strategic reviews help ASQA focus its resources, ensuring that training provided meets Australian standards.

ASQA conducted three strategic reviews in 2013/14:

- Aged and community care training
- White card training in the construction industry
- Inappropriate marketing and advertising practices by training providers.

If you want to know more about strategic reviews, please [click here](#).

Before reading the above, how aware were you that ASQA conducted each of these reviews in addition to its day-to-day regulatory activities?

	Very aware (knew lots of detail)	Aware (knew they were happening but that's all)	Not aware (knew nothing about them)
Aged and community care training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White card training in the construction industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inappropriate marketing and advertising practices by training providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Strategic reviews

Please rate ASQA's strategic review of **Aged and Community Care** training on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Quality of methodology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of industry consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate ASQA's strategic review of **white card training in the construction industry** on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Quality of methodology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of industry consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate ASQA's strategic review of **inappropriate marketing and advertising practices by training providers** on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Quality of methodology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of industry consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identification of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ASQA aims to conduct three strategic reviews each year. In 2014/2015 ASQA's strategic reviews will focus on:

- Early childhood training
- Security training
- Equine training

In principle, which statement best describes how much you **support ASQA's strategic reviews**?

- ☐ A great deal of support
- ☐ A lot of support
- ☐ A moderate amount of support
- ☐ A little support
- ☐ No support at all
- ☐ Don't have a view / unsure

Could you please explain why you have chosen this answer?

ASQA staff

Please rate ASQA staff, in general, on each of the following aspects.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respecting the privacy and confidentiality of organisations and individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impartiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Returning messages promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

You rated some aspect of ASQA's staff as fair, poor or very poor. Please indicate why you have chosen this answer/s.

Being informed about ASQA

During the 2012/13 financial year, please indicate which of the following you have used.

Select all that apply

- ☐ ASQA fact sheets and frequently asked questions (FAQs)
- ☐ ASQA Update - ASQA's digital newsletter
- ☐ ASQA website <http://www.asqa.gov.au>
- ☐ ASQA Info line - 1300 701 801
- ☐ ASQA email service - enquiries@asqa.gov.au

☐ Attended an event at which an ASQA Commissioner or staff member spoke

☐ ASQA Industry Engagement Team

☐ None of the above

Performance ratings

Please rate ASQA's fact sheets and FAQs on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insight that considers a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve its fact sheets and FAQs?

Please rate *ASQA Update* on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insight that considers a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve ASQA Update?

Approximately, how many times in the 2013/2014 financial year have you contacted the ASQA Info line (1300 701 801)?

☐ Once or twice

☐ 3-10 times

☐ 11-30 times

☐ More than 30 times

Please rate ASQA's Info line on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete answers (did not have to call back)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Courtesy of staff answering

☐ ☐ ☐ ☐ ☐ ☐

Specifically, how could ASQA improve its Info Line service?

Approximately, how many times in the 2013/2014 financial year have you used the ASQA email service

(enquiries@asqa.gov.au)?

- ☐ Once or twice
- ☐ 3-10 times
- ☐ 11-30 times
- ☐ More than 30 times

Please rate ASQA's email service on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Speed of answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complete answers (did not have to email back)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of staff answering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve its email service?

Please rate ASQA's website on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides enough information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to understand material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurate material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current / up-to-date material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve its website?

Please rate the speech / presentation given by the ASQA Commissioner or senior staff member on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Insight that considered a wide range of issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely / not outdated information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve its staff's speeches or presentations?

Please rate ASQA's Industry Engagement Team on the following aspects:

	Excellent	Good	Fair	Poor	Very poor	Don't know
Understanding of issues affecting my organisation / wider VET sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of team members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specifically, how could ASQA improve the service that its Industry Engagement Team provide you?

Any other comments about ASQA's information, systems or service channels?

Overall

Thinking of all its activities, please rate ASQA's performance on each of the following items.

	Excellent	Good	Fair	Poor	Very poor	Don't know
Improving the quality of VET outcomes in Australia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promoting and encouraging continuous improvement of RTOs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall as a regulator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please offer your overall ideas about these two questions.

What does ASQA need to improve?

What does ASQA do well that it should continue doing?